

## IC Ticket Report with Category Summary

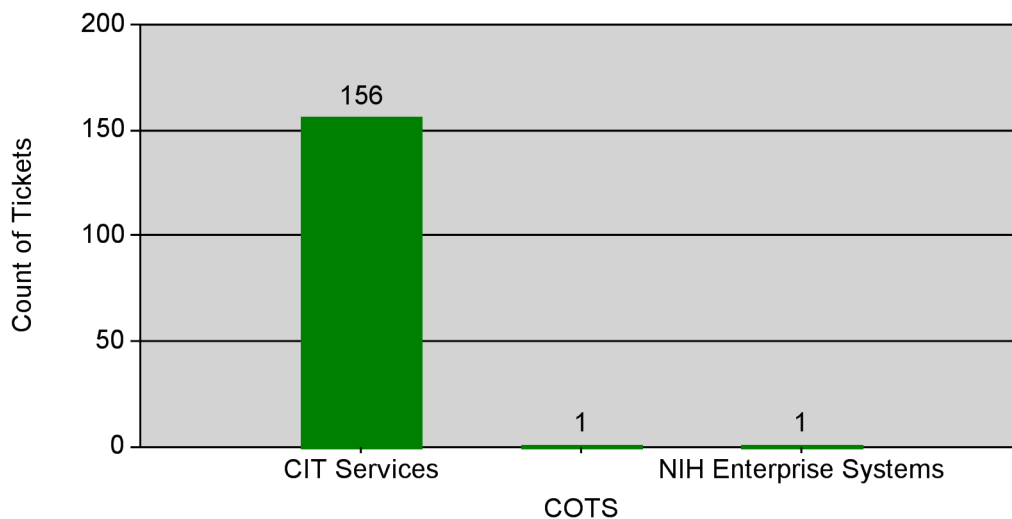


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>Anonymous</b>		<b>158</b>
<b>CIT Services</b>		<b>156</b>
Accounts	1	
CIT Categories	18	
Connectivity	1	
Email	1	
General Information	135	
<b>COTS</b>		<b>1</b>
Application Support	1	
<b>NIH Enterprise Systems</b>		<b>1</b>
eRA-COMMONS	1	

## IC Ticket Report with Category Summary

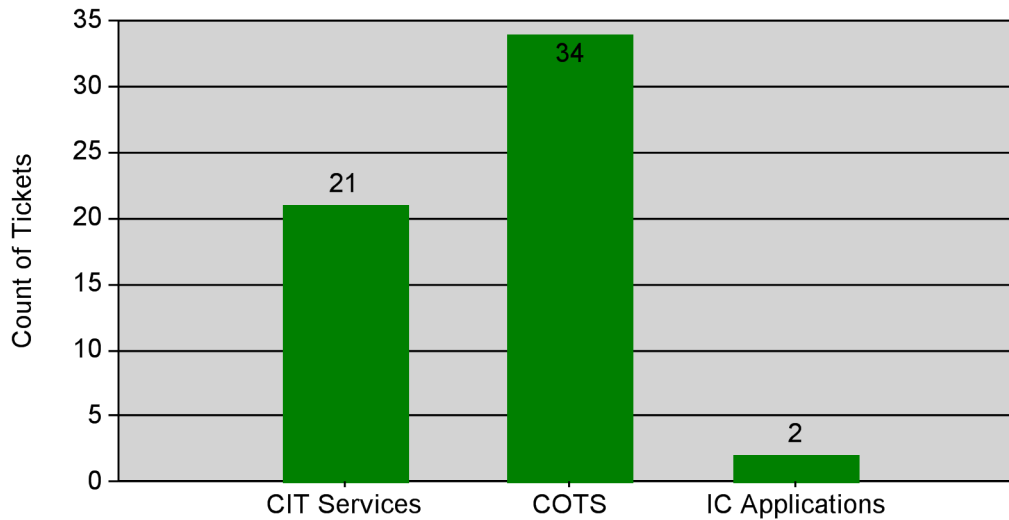


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>BCRS</b>		<b>57</b>
<b>CIT Services</b>		<b>21</b>
Accounts	6	
Back Office Support	5	
Conference Room Support-Equipment Setup	1	
Connectivity	1	
Email	7	
General Information	1	
<b>COTS</b>		<b>34</b>
Application Support	8	
Hardware	26	
<b>IC Applications</b>		<b>2</b>
Local LAN	2	

## IC Ticket Report with Category Summary

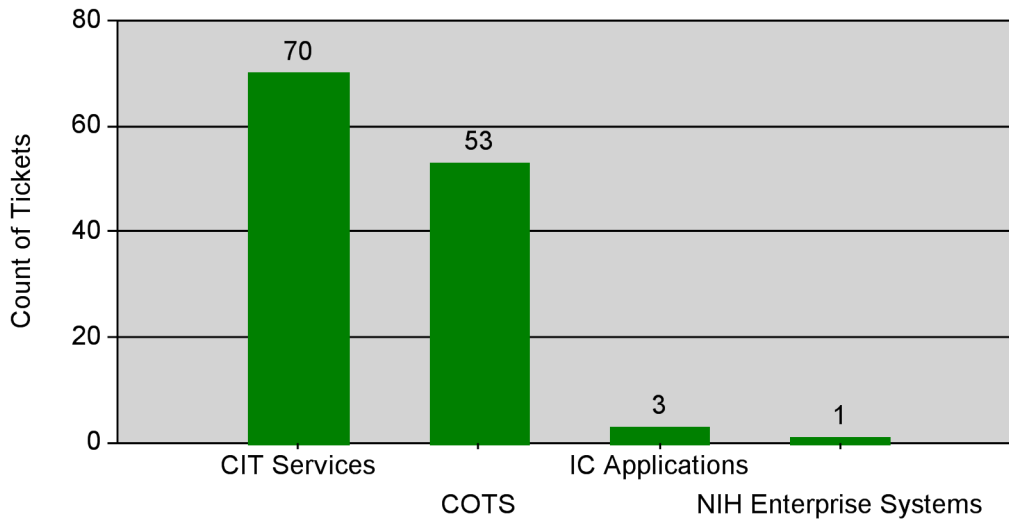


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>BHPR</b>	<b>127</b>
<b>CIT Services</b>	<b>70</b>
Accounts	33
Back Office Support	8
CIT Categories	1
Connectivity	2
Email	18
General Information	4
NIHnet	1
Wireless Services	3
<b>COTS</b>	<b>53</b>
Application Support	17
Hardware	36
<b>IC Applications</b>	<b>3</b>
CC Technical Operations	1
Local LAN	2

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

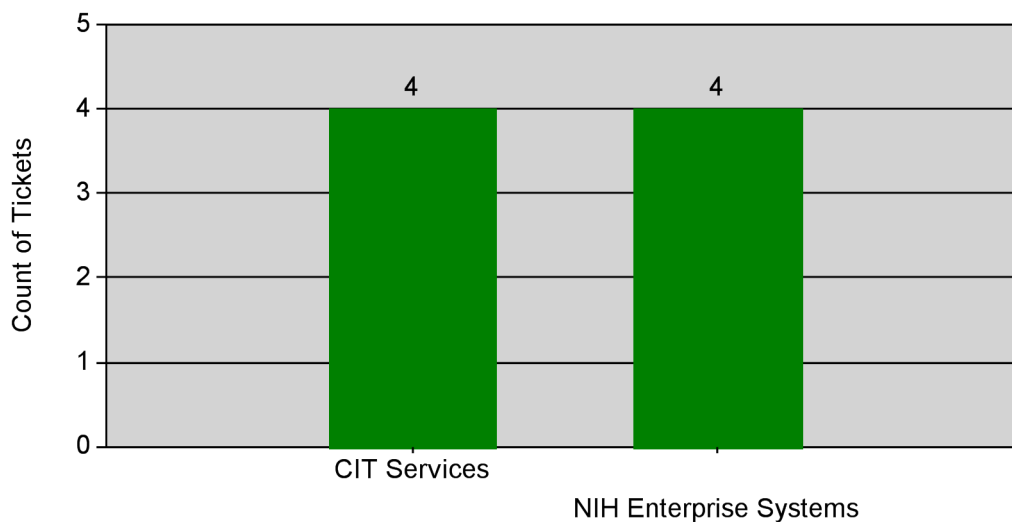
### NIH Enterprise Systems

1

ITAS

1

Tickets By Category Summary



### CBER

8

#### CIT Services

4

Video

4

### NIH Enterprise Systems

4

ADB

1

ITAS

3

## IC Ticket Report with Category Summary

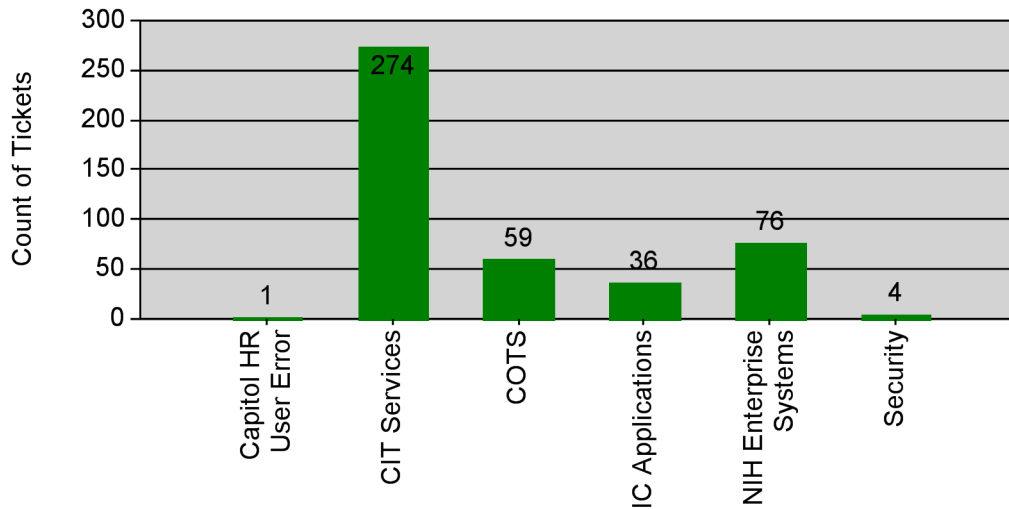


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>CC</b>	<b>450</b>
<b>Capitol HR User Error</b>	<b>1</b>
Capitol HR User Error	1
<b>CIT Services</b>	<b>274</b>
Accounts	142
Back Office Support	13
CIT Categories	1
CIT Categories Remedy	2
Connectivity	7
Email	25
General Information	10
NIHnet	6
Project Work	1
Telecommunications	21
Training	7
Wireless Services	39

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

<b>COTS</b>	<b>59</b>
Application Support	28
Hardware	31
<b>IC Applications</b>	<b>36</b>
CC Clinical Applications	18
CC Technical Operations	13
Local LAN	4
Web Site Issue (non-CIT)	1
<b>NIH Enterprise Systems</b>	<b>76</b>
ADB	26
Capital HR Security	2
EHRP Func App Suppt	1
EHRP Security	2
ITAS	11
NBS-User Call	26
NED	4
NIH Data Warehouse	1
NIH Services	2
NVision	1
<b>Security</b>	<b>4</b>
Anti Virus SW	2
Security	2

## IC Ticket Report with Category Summary

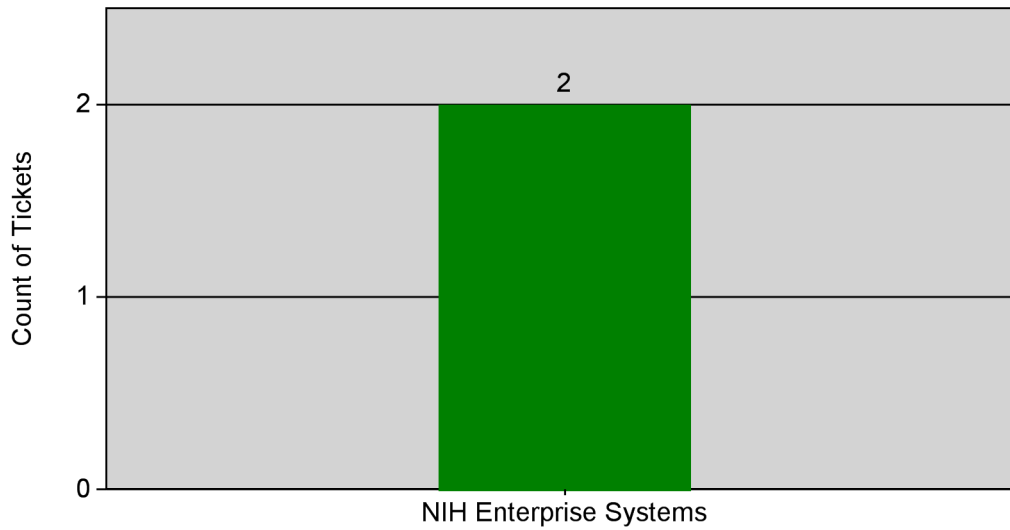


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



CDER	2
NIH Enterprise Systems	2
ITAS	2

## IC Ticket Report with Category Summary

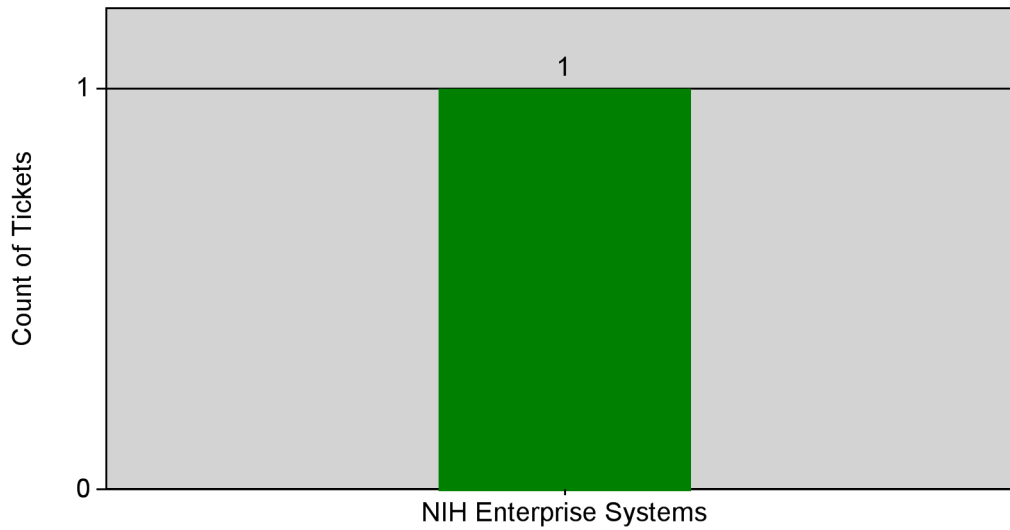


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



CDRH	1
NIH Enterprise Systems	1
ITAS	1



## IC Ticket Report with Category Summary

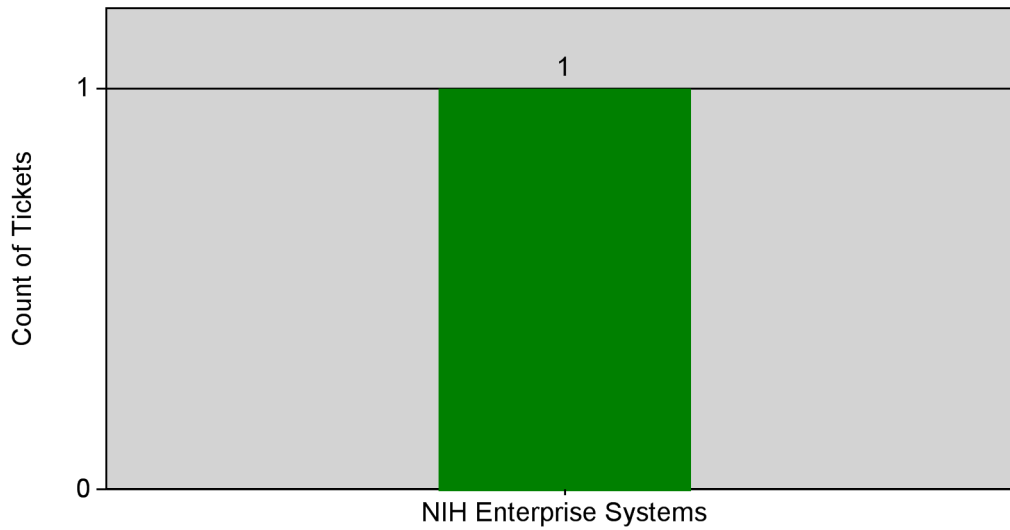


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



CFSAN	1
NIH Enterprise Systems	1
ITAS	1

## IC Ticket Report with Category Summary

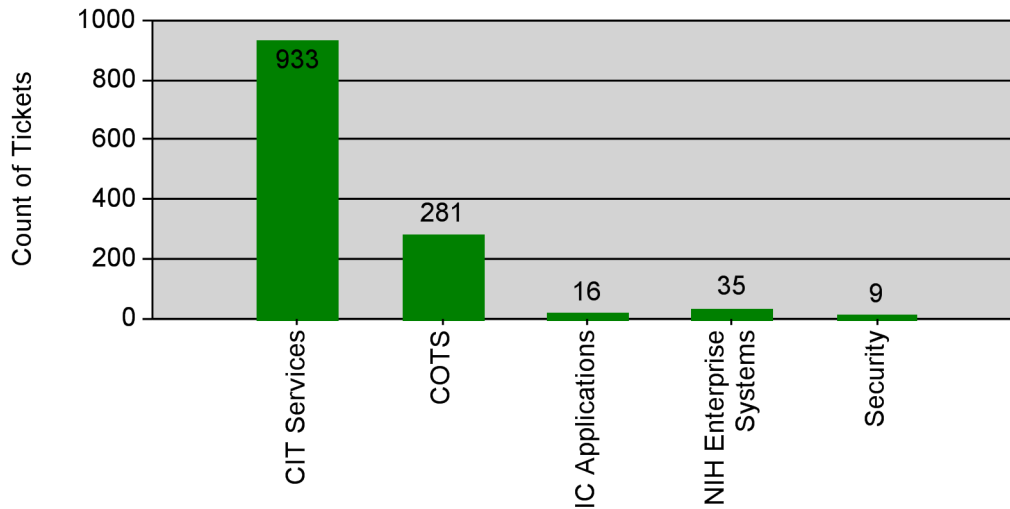


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>CIT</b>	<b>1274</b>
<b>CIT Services</b>	<b>933</b>
Accounts	418
ASR	1
Back Office Support	75
CIT Categories	16
CIT Categories Aspect	10
CIT Categories Remedy	28
Conference Room Support-Equipment Setup	2
Connectivity	35
Email	154
General Information	92
iSDP/Software Distribution	1
NIH Cabling Infrastructure-Archibus Support	1
NIHnet	31
OS/390	4

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Telecommunications	4	
Training	2	
Video	2	
Wireless Services	57	
<b>COTS</b>		<b>281</b>
Application Support	123	
Hardware	158	
<b>IC Applications</b>		<b>16</b>
Local LAN	12	
Web Site Issue (non-CIT)	4	
<b>NIH Enterprise Systems</b>		<b>35</b>
ADB	4	
eRA-COMMONS	3	
eRA-IMPAC II	1	
ITAS	3	
NBS-User Call	20	
NED	1	
NIH Services	2	
NVision	1	
<b>Security</b>		<b>9</b>
Anti Virus SW	1	
Security	8	

## IC Ticket Report with Category Summary

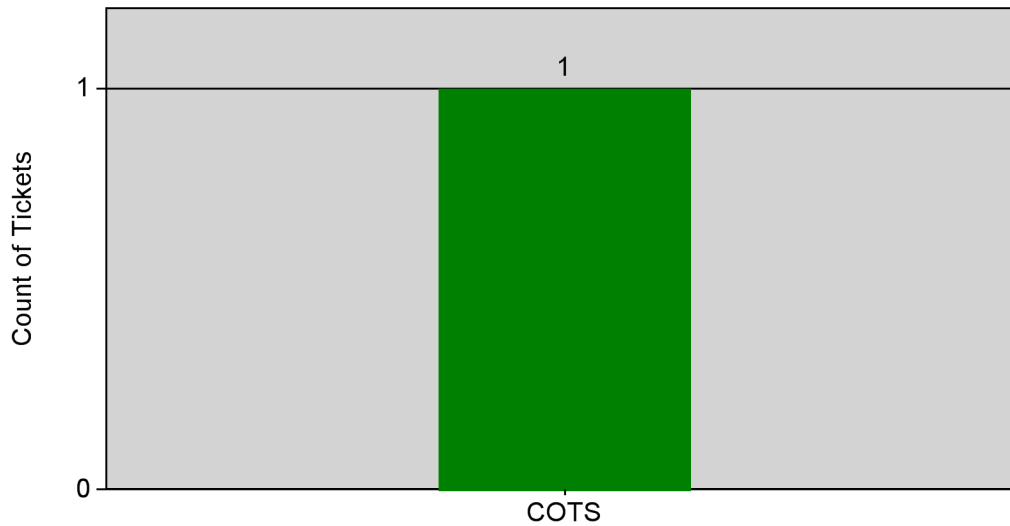


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



CQ	1
COTS	1
Application Support	1

## IC Ticket Report with Category Summary

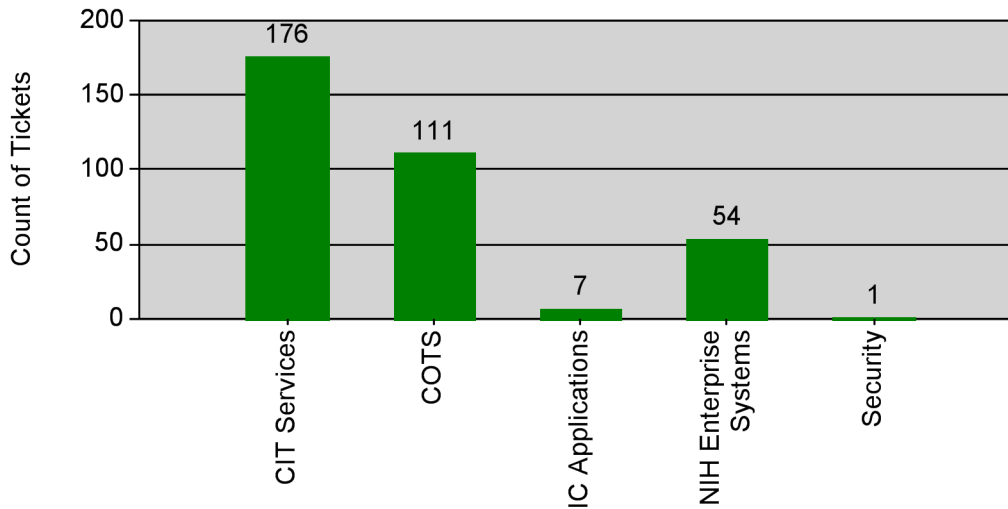


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>CSR</b>	<b>349</b>
<b>CIT Services</b>	<b>176</b>
Accounts	49
Back Office Support	50
CIT Categories	1
Conference Room Support-Equipment Setup	5
Conference Room Support-Reserve	2
Connectivity	10
Email	21
General Information	18
iSDP/Software Distribution	1
NIHnet	5
Telecommunications	6
Training	1
Video	1
Wireless Services	6

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

<b>COTS</b>	<b>111</b>
Application Support	39
Hardware	72
<b>IC Applications</b>	<b>7</b>
Local LAN	3
Web Site Issue (non-CIT)	4
<b>NIH Enterprise Systems</b>	<b>54</b>
ADB	3
eRA-COMMONS	3
eRA-IMPAC II	20
eRA-Software BA	1
ITAS	4
NBS-User Call	19
NIH Services	2
NVision	2
<b>Security</b>	<b>1</b>
Anti Virus SW	1

## IC Ticket Report with Category Summary

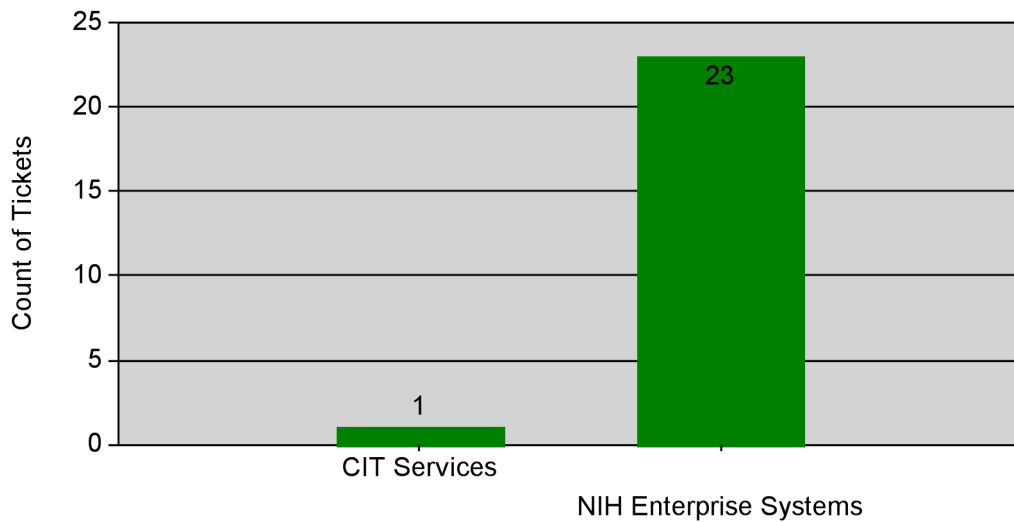


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>FDA-OC</b>	<b>24</b>
<b>CIT Services</b>	<b>1</b>
Email	1
<b>NIH Enterprise Systems</b>	<b>23</b>
ITAS	23

## IC Ticket Report with Category Summary

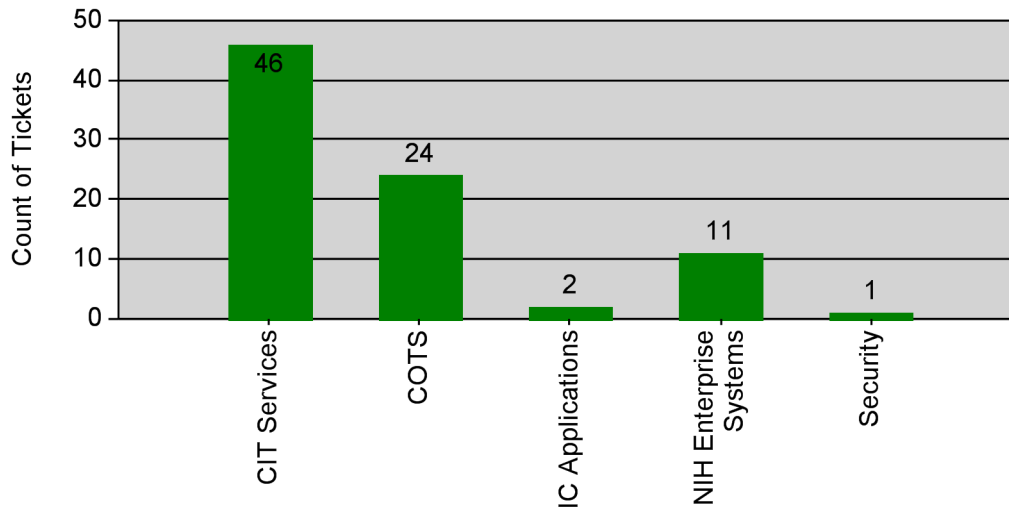


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>FIC</b>	<b>84</b>
<b>CIT Services</b>	<b>46</b>
Accounts	17
Back Office Support	9
CIT Categories	1
Conference Room Support-Equipment Setup	4
Email	4
General Information	6
iSDP/Software Distribution	1
Training	1
Video	1
Wireless Services	2
<b>COTS</b>	<b>24</b>
Application Support	15
Hardware	9
<b>IC Applications</b>	<b>2</b>
Web Site Issue (non-CIT)	2



## IC Ticket Report with Category Summary



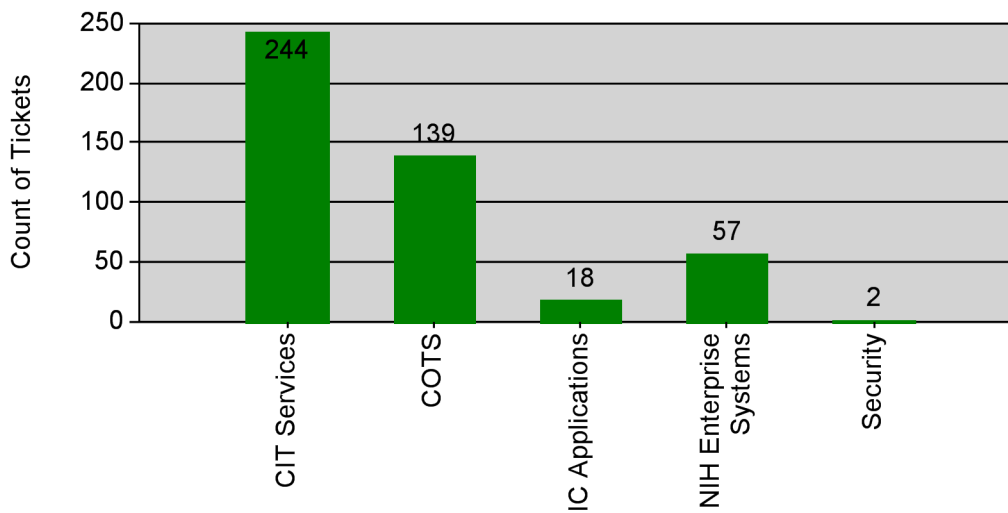
For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

<b>NIH Enterprise Systems</b>	<b>11</b>
eRA-IMPAC II	3
NBS-User Call	8
<b>Security</b>	<b>1</b>
Security	1

**Tickets By Category Summary**



<b>HHS</b>	<b>460</b>
<b>CIT Services</b>	<b>244</b>
Accounts	92
ASR	1
Back Office Support	48
CIT Categories	9
Connectivity	10
Email	52
General Information	13
Helix Support	1
iSDP/Software Distribution	1

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIHnet	1	
OS/390	1	
Telecommunications	3	
Unix Support	1	
Video	3	
Wireless Services	8	
<b>COTS</b>		<b>139</b>
Application Support	60	
Hardware	79	
<b>IC Applications</b>		<b>18</b>
CC Clinical Applications	2	
CC Technical Operations	2	
Local LAN	7	
Web Site Issue (non-CIT)	7	
<b>NIH Enterprise Systems</b>		<b>57</b>
ADB	1	
EHRP Security	1	
eRA-COMMONS	1	
eRA-IMPAC II	34	
ITAS	15	
NBS-User Call	2	
NED	2	
NIH Services	1	
<b>Security</b>		<b>2</b>
Anti Virus SW	1	
Security	1	

## IC Ticket Report with Category Summary

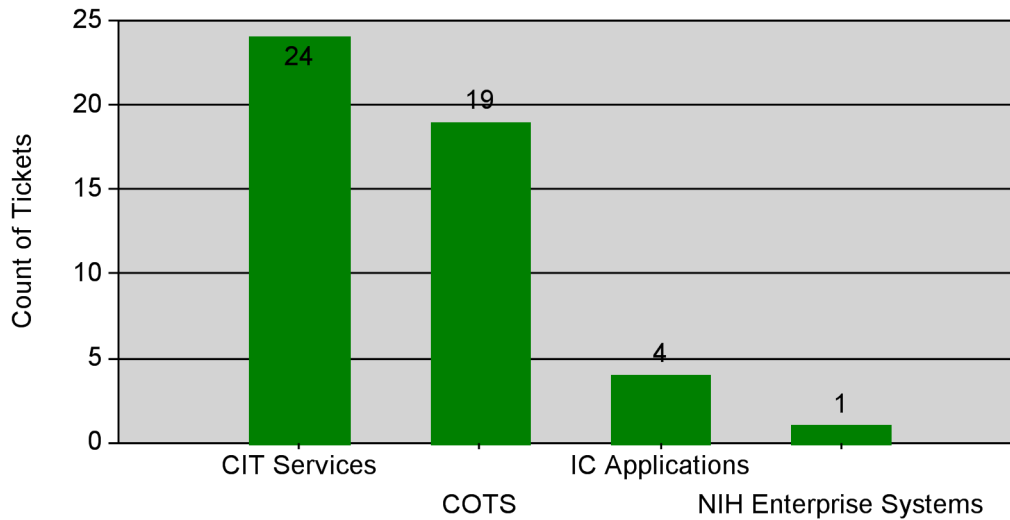


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>HSB</b>	<b>48</b>
<b>CIT Services</b>	<b>24</b>
Accounts	6
Back Office Support	5
Connectivity	1
Email	11
Wireless Services	1
<b>COTS</b>	<b>19</b>
Application Support	7
Hardware	12
<b>IC Applications</b>	<b>4</b>
CC Clinical Applications	1
Local LAN	2
Web Site Issue (non-CIT)	1
<b>NIH Enterprise Systems</b>	<b>1</b>
NIH Services	1

## IC Ticket Report with Category Summary

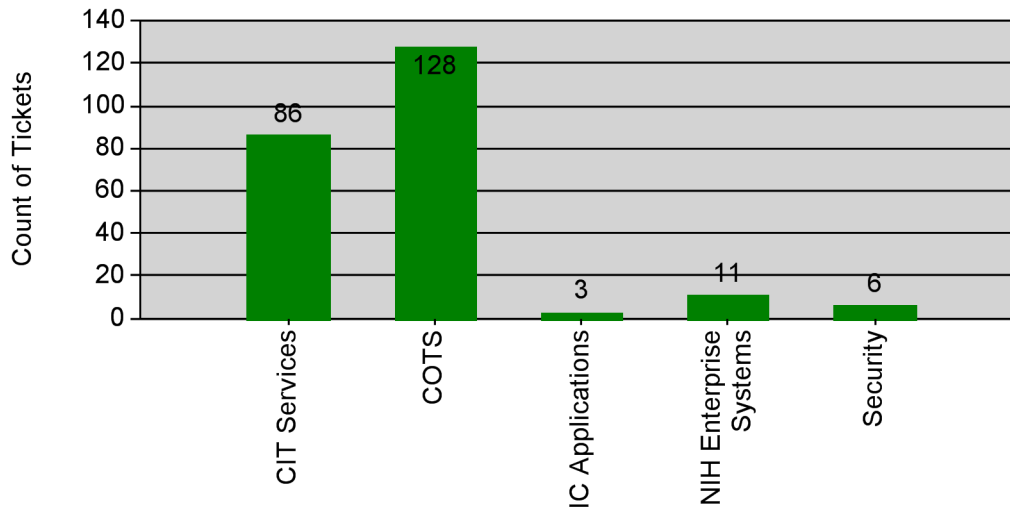


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>NCCAM</b>		<b>234</b>
<b>CIT Services</b>		<b>86</b>
Accounts	41	
Back Office Support	14	
CIT Categories	1	
Conference Room Support-Equipment Setup	5	
Connectivity	6	
Email	9	
General Information	1	
Telecommunications	1	
Training	1	
Wireless Services	7	
<b>COTS</b>		<b>128</b>
Application Support	28	
Hardware	100	
<b>IC Applications</b>		<b>3</b>
Local LAN	1	

## IC Ticket Report with Category Summary



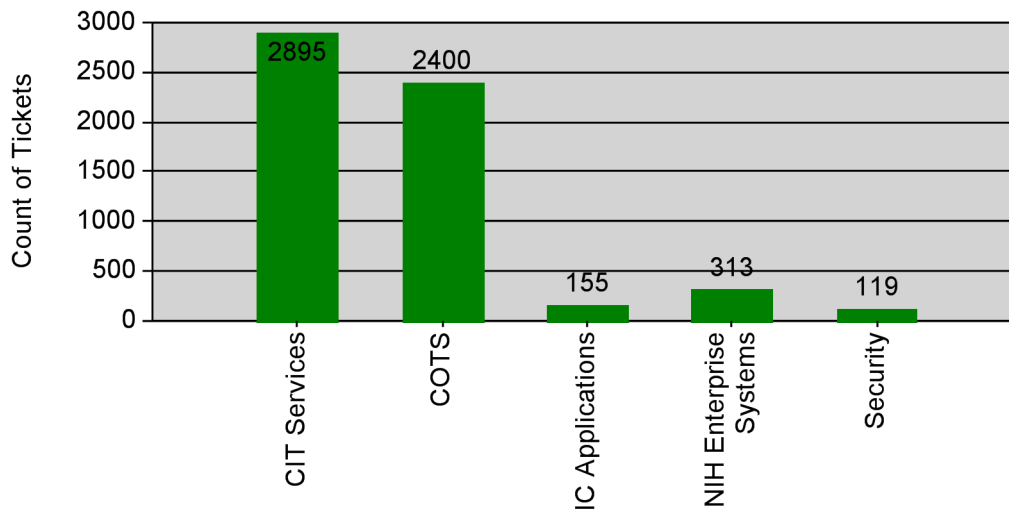
For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Web Site Issue (non-CIT)	2	
<b>NIH Enterprise Systems</b>		<b>11</b>
ADB	1	
eRA-COMMONS	3	
ITAS	1	
NBS-User Call	2	
NIH Services	4	
<b>Security</b>		<b>6</b>
Security	6	

**Tickets By Category Summary**



<b>NCI</b>	<b>5882</b>
<b>CIT Services</b>	<b>2895</b>
Accounts	1410
ASR	1
Back Office Support	488
CIT Categories	50
Conference Room Support-Equipment Setup	76

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Conference Room Support-Monitor Conference	2	
Conference Room Support-Reserve	1	
Connectivity	128	
Email	293	
General Information	164	
Helix Support	5	
iSDP/Software Distribution	9	
NIHnet	73	
Telecommunications	50	
Training	7	
Video	17	
Wireless Services	121	
<b>COTS</b>		<b>2400</b>
Application Support	944	
Hardware	1456	
<b>IC Applications</b>		<b>155</b>
CC Clinical Applications	17	
CC Clinical Applications-ATV	1	
CC Technical Operations	4	
E-Grants	3	
Local LAN	60	
Web Site Issue (non-CIT)	70	
<b>NIH Enterprise Systems</b>		<b>313</b>
ADB	69	
Capital HR Security	1	
EHRP Security	2	
eRA-COMMONS	3	
eRA-IMPAC II	17	
eRA-Software BA	2	

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

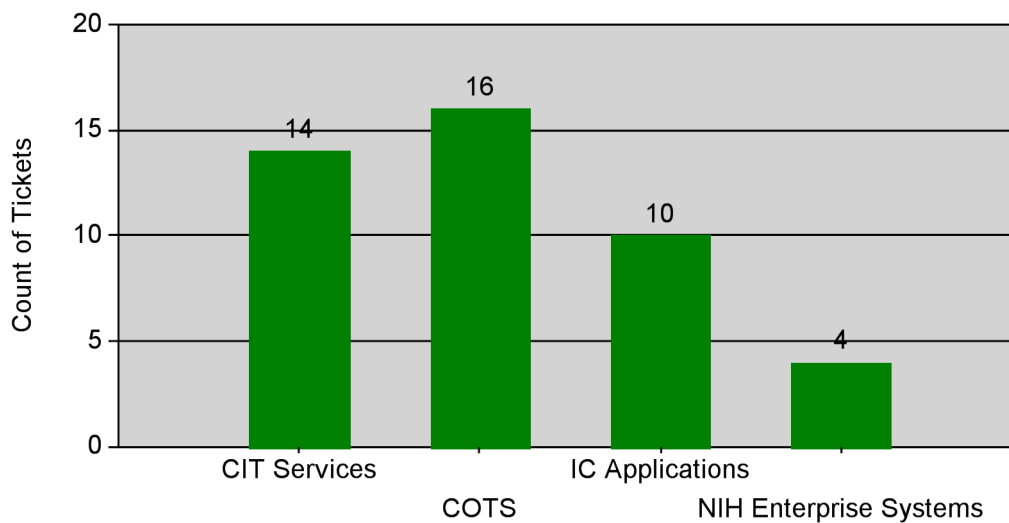
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

ITAS	8
NBS-Sandbox	1
NBS-User Call	153
NED	29
NIH Data Warehouse	2
NIH Services	21
NVision	5

### Security 119

Anti Virus SW	6
Security	113

Tickets By Category Summary



### NCMHD 44

#### CIT Services 14

Accounts	11
Email	3

#### COTS 16

Application Support	7
---------------------	---

## IC Ticket Report with Category Summary



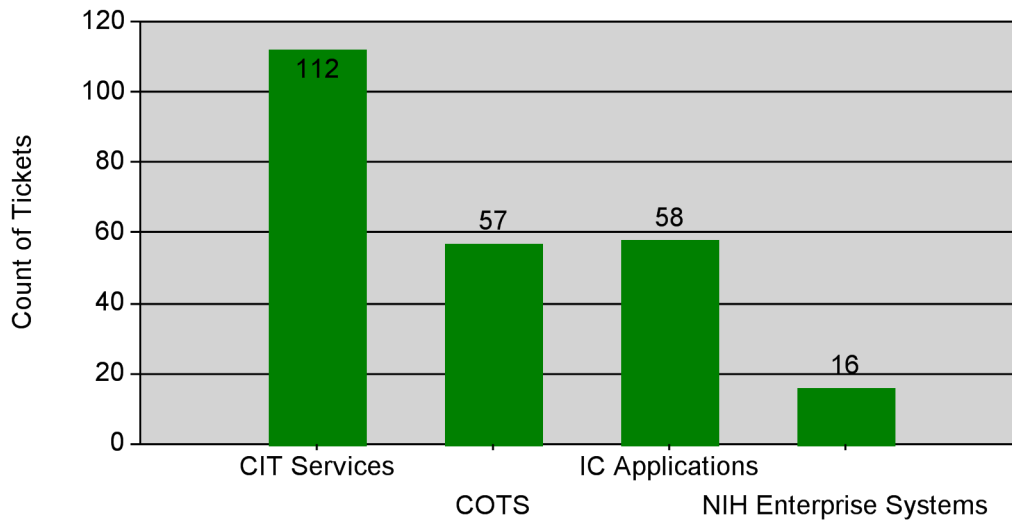
For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	9
<b>IC Applications</b>	<b>10</b>
Local LAN	2
Web Site Issue (non-CIT)	8
<b>NIH Enterprise Systems</b>	<b>4</b>
ADB	1
eRA-IMPAC II	3

**Tickets By Category Summary**



<b>NCRR</b>	<b>243</b>
<b>CIT Services</b>	<b>112</b>
Accounts	58
Back Office Support	10
CIT Categories	2
Connectivity	7
Email	10
General Information	9
Telecommunications	1



## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Video	1	
Wireless Services	14	
<b>COTS</b>		<b>57</b>
Application Support	23	
Hardware	34	
<b>IC Applications</b>		<b>58</b>
Local LAN	2	
Web Site Issue (non-CIT)	56	
<b>NIH Enterprise Systems</b>		<b>16</b>
ADB	1	
eRA-IMPAC II	8	
ITAS	1	
NBS-User Call	2	
NED	1	
NIH Services	3	

## IC Ticket Report with Category Summary

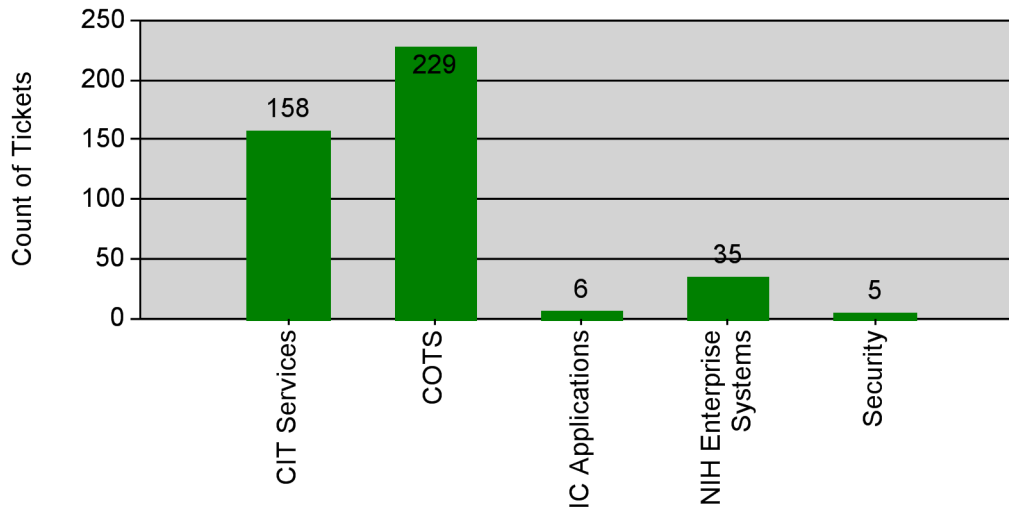


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>NEI</b>	<b>433</b>
<b>CIT Services</b>	<b>158</b>
Accounts	70
Back Office Support	37
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	1
Connectivity	12
Email	14
General Information	8
Helix Support	1
iSDP/Software Distribution	1
NIHnet	1
Telecommunications	1
Video	1
Wireless Services	10
<b>COTS</b>	<b>229</b>
Application Support	111

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	118	
<b>IC Applications</b>		<b>6</b>
CC Technical Operations	1	
Local LAN	4	
Web Site Issue (non-CIT)	1	
<b>NIH Enterprise Systems</b>		<b>35</b>
ADB	4	
Capital HR Security	1	
eRA-IMPAC II	1	
ITAS	1	
NBS-Sandbox	1	
NBS-User Call	18	
NED	2	
NIH Data Warehouse	1	
NIH Services	4	
NVision	2	
<b>Security</b>		<b>5</b>
Security	5	

## IC Ticket Report with Category Summary

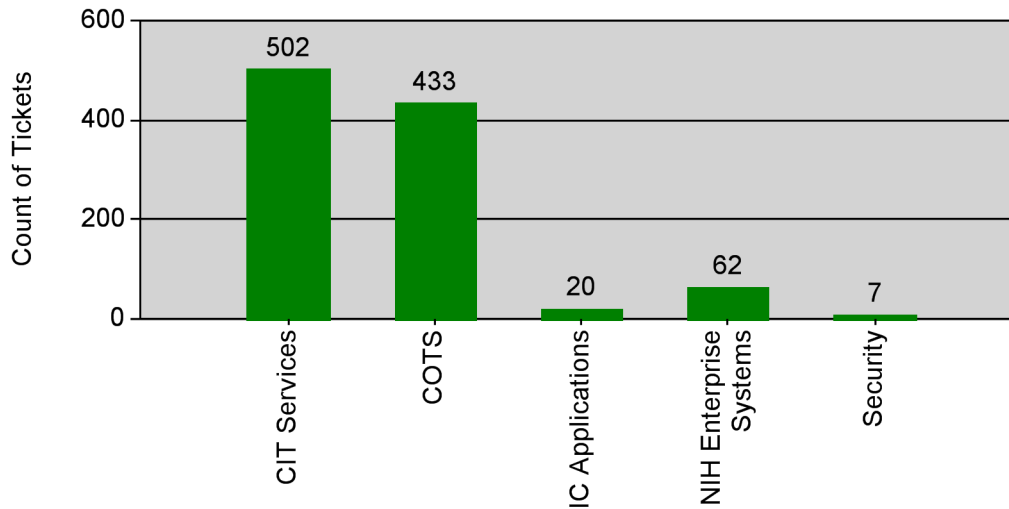


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>NHGRI</b>		<b>1024</b>
<b>CIT Services</b>		<b>502</b>
Accounts		200
Back Office Support		111
CIT Categories		43
Conference Room Support-Equipment Setup		7
Connectivity		13
Email		49
General Information		19
NIHnet		15
Telecommunications		4
Unix Support		13
Video		2
Wireless Services		26
<b>COTS</b>		<b>433</b>
Application Support		211

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	222	
<b>IC Applications</b>		<b>20</b>
CC Clinical Applications	3	
CC Clinical Applications-ATV	1	
Local LAN	11	
Web Site Issue (non-CIT)	5	
<b>NIH Enterprise Systems</b>		<b>62</b>
ADB	9	
EHRP Security	1	
eRA-COMMONS	2	
eRA-IMPAC II	1	
ITAS	1	
NBS-User Call	42	
NIH Services	2	
NVision	4	
<b>Security</b>		<b>7</b>
Security	7	

## IC Ticket Report with Category Summary

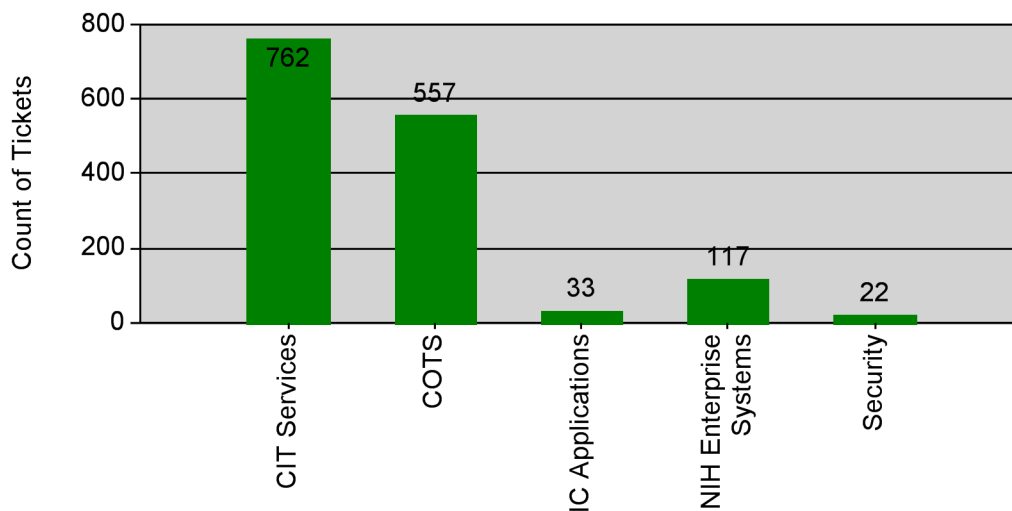


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>NHLBI</b>	<b>1491</b>
<b>CIT Services</b>	<b>762</b>
Accounts	305
ASR	2
Back Office Support	174
CIT Categories	10
CIT Categories Remedy	3
Conference Room Support-Equipment Setup	10
Connectivity	64
Email	97
General Information	24
NIHnet	10
OS/390	1
Telecommunications	13
Training	1
Video	3

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Wireless Services	45	
<b>COTS</b>		<b>557</b>
Application Support	233	
Hardware	324	
<b>IC Applications</b>		<b>33</b>
CC Clinical Applications	3	
CC Technical Operations	4	
Local LAN	19	
Web Site Issue (non-CIT)	7	
<b>NIH Enterprise Systems</b>		<b>117</b>
ADB	27	
Capital HR Security	1	
eRA-COMMONS	1	
eRA-IMPAC II	8	
ITAS	5	
NBS-User Call	60	
NED	7	
NIH Data Warehouse	1	
NIH Services	5	
NVision	2	
<b>Security</b>		<b>22</b>
Anti Virus SW	2	
Security	20	

## IC Ticket Report with Category Summary

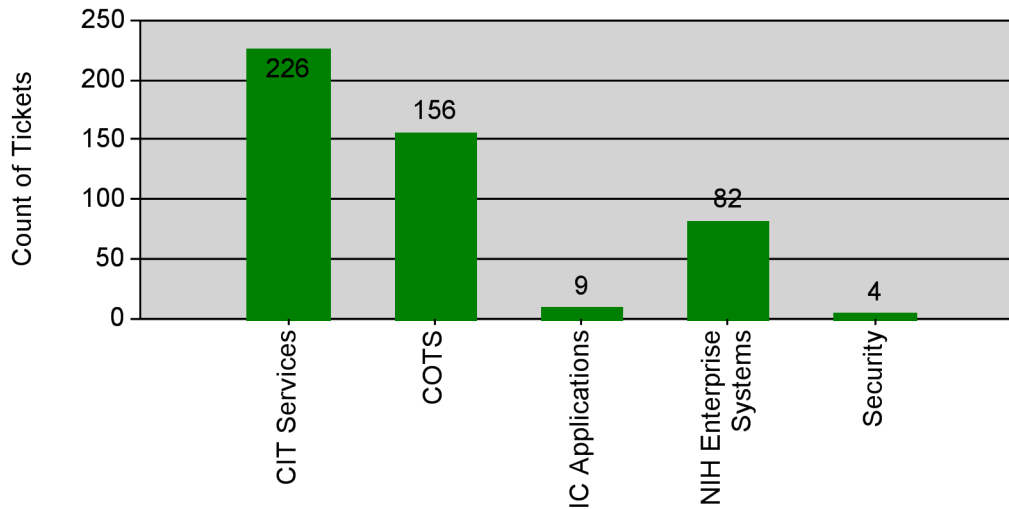


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>NIA</b>	<b>477</b>
<b>CIT Services</b>	<b>226</b>
Accounts	94
Back Office Support	30
CIT Categories	4
CIT Categories Remedy	3
Conference Room Support-Equipment Setup	11
Conference Room Support-Reserve	3
Connectivity	7
Email	26
General Information	12
Helix Support	2
iSDP/Software Distribution	1
NIHnet	10
Telecommunications	5
Training	3



## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Video	2	
Wireless Services	13	
<b>COTS</b>		<b>156</b>
Application Support	55	
Hardware	101	
<b>IC Applications</b>		<b>9</b>
Local LAN	4	
Web Site Issue (non-CIT)	5	
<b>NIH Enterprise Systems</b>		<b>82</b>
ADB	15	
eRA-COMMONS	1	
eRA-IMPAC II	2	
ITAS	6	
NBS-User Call	45	
NED	1	
NIH Services	12	
<b>Security</b>		<b>4</b>
Security	4	

## IC Ticket Report with Category Summary

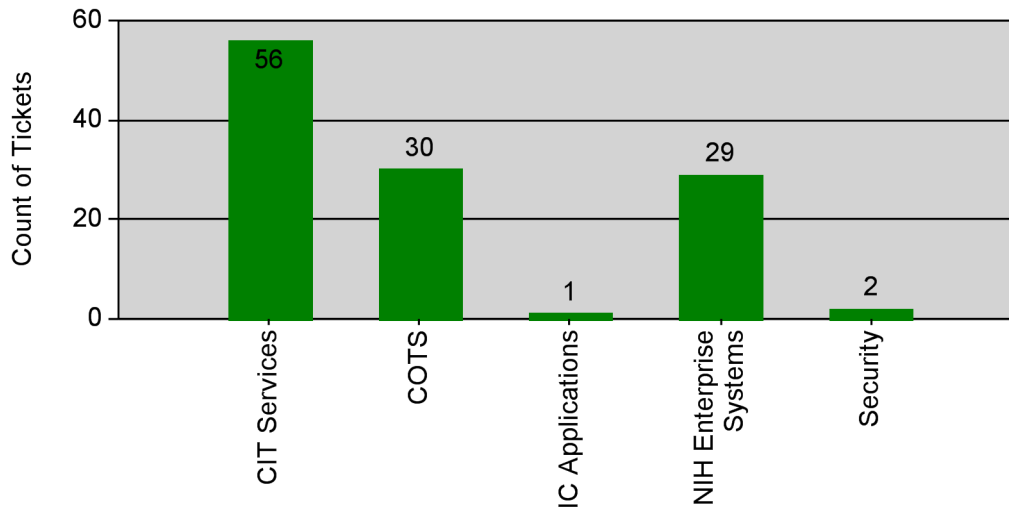


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>NIAAA</b>	<b>118</b>
<b>CIT Services</b>	<b>56</b>
Accounts	15
Back Office Support	3
CIT Categories	1
Conference Room Support-Equipment Setup	3
Connectivity	7
Email	9
General Information	2
iSDP/Software Distribution	1
NIHnet	7
Telecommunications	1
Wireless Services	7
<b>COTS</b>	<b>30</b>
Application Support	12
Hardware	18

## IC Ticket Report with Category Summary



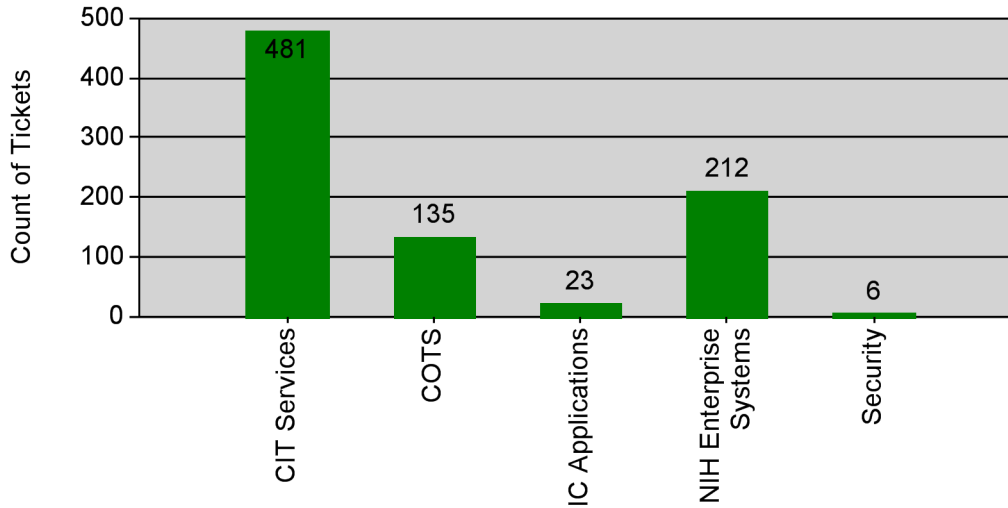
For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

<b>IC Applications</b>	<b>1</b>
Local LAN	1
<b>NIH Enterprise Systems</b>	<b>29</b>
ADB	9
eRA-COMMONS	2
eRA-IMPAC II	3
NBS-User Call	9
NED	3
NIH Services	3
<b>Security</b>	<b>2</b>
Anti Virus SW	1
Security	1

**Tickets By Category Summary**



<b>NIAID</b>	<b>857</b>
<b>CIT Services</b>	<b>481</b>
Accounts	224
ASR	1

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Back Office Support	30	
CIT Categories	9	
Conference Room Support-Equipment Setup	2	
Conference Room Support-Reserve	1	
Connectivity	8	
Email	58	
General Information	31	
Helix Support	1	
iSDP/Software Distribution	2	
NIHnet	4	
OS/390	1	
Telecommunications	17	
Training	3	
Video	3	
Wireless Services	86	
<b>COTS</b>		<b>135</b>
Application Support	71	
Hardware	64	
<b>IC Applications</b>		<b>23</b>
CC Clinical Applications	7	
CC Technical Operations	4	
E-Grants	1	
Local LAN	3	
Web Site Issue (non-CIT)	8	
<b>NIH Enterprise Systems</b>		<b>212</b>
ADB	39	
Capital HR Security	1	
EHRP Non-App Specific	1	
EHRP Security	1	

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

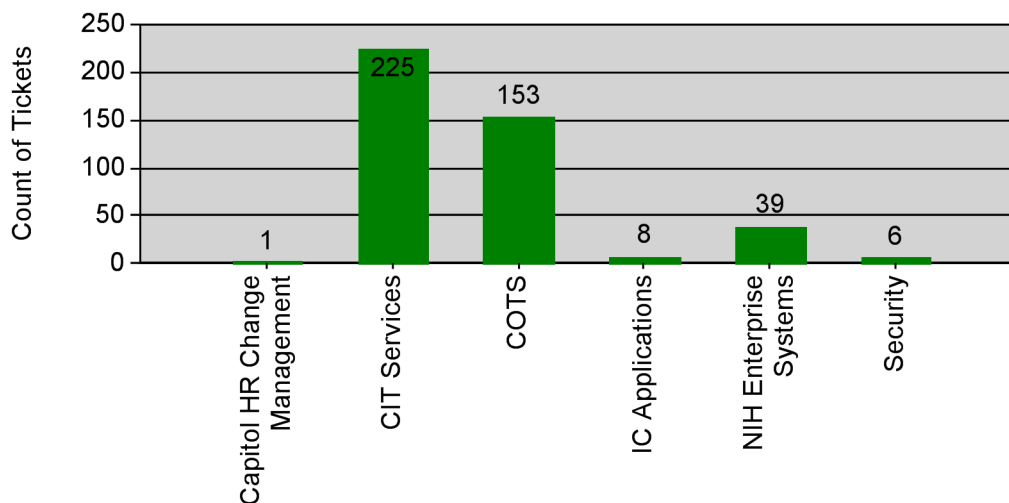
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

EHRP Technical	1
eRA-COMMONS	5
eRA-IMPAC II	9
eRA-Software BA	1
ITAS	9
NBS-User Call	116
NED	12
NIH Data Warehouse	3
NIH Services	9
NVision	5

### Security 6

Anti Virus SW	1
Security	5

Tickets By Category Summary



### NIAMS 432

#### Capitol HR Change Management 1

Capitol HR Change Management	1
------------------------------	---

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

<b>CIT Services</b>	<b>225</b>
Accounts	117
Back Office Support	24
CIT Categories	1
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	7
Conference Room Support-Reserve	6
Connectivity	7
Email	22
General Information	4
iSDP/Software Distribution	1
NIHnet	5
Telecommunications	4
Training	2
Video	3
Wireless Services	21
<b>COTS</b>	<b>153</b>
Application Support	73
Hardware	80
<b>IC Applications</b>	<b>8</b>
CC Clinical Applications	4
CC Technical Operations	1
Local LAN	3
<b>NIH Enterprise Systems</b>	<b>39</b>
ADB	8
eRA-COMMONS	2
eRA-IMPAC II	1
ITAS	1
NBS-User Call	20

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

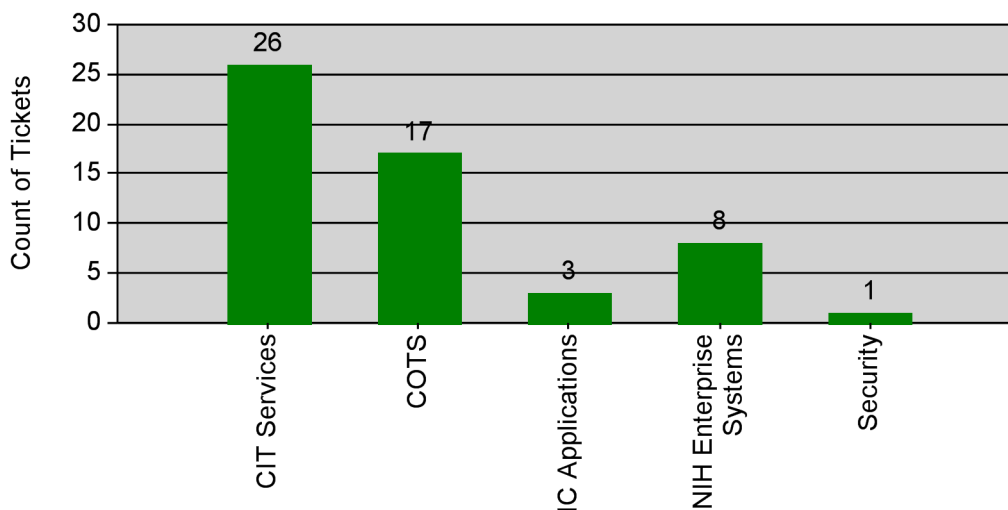
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NED	2
NIH Services	4
NVision	1

### Security 6

Anti Virus SW	2
Security	4

Tickets By Category Summary



### NIBIB 55

#### CIT Services 26

Accounts	13
Back Office Support	2
Connectivity	1
Email	3
General Information	1
Telecommunications	3
Wireless Services	3

#### COTS 17

Application Support	6
---------------------	---

## IC Ticket Report with Category Summary



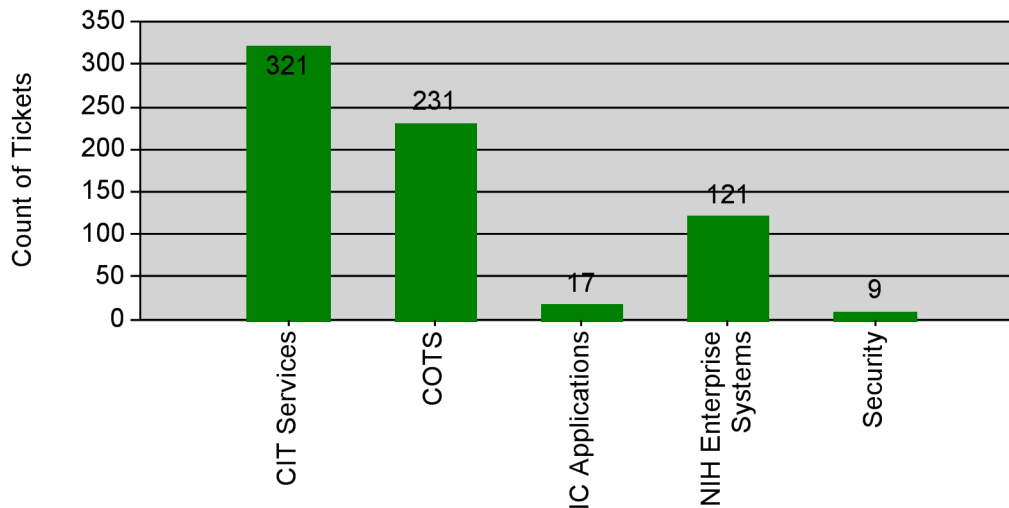
For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	11	
<b>IC Applications</b>		<b>3</b>
Local LAN	2	
Web Site Issue (non-CIT)	1	
<b>NIH Enterprise Systems</b>		<b>8</b>
ADB	1	
Capital HR Security	1	
eRA-IMPAC II	2	
NBS-User Call	4	
<b>Security</b>		<b>1</b>
Security	1	

**Tickets By Category Summary**



<b>NICHD</b>	<b>699</b>
<b>CIT Services</b>	<b>321</b>
Accounts	131
Back Office Support	30
CIT Categories	6



## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Conference Room Support-Equipment Setup	7	
Conference Room Support-Monitor Conference	1	
Connectivity	33	
Email	46	
General Information	14	
Helix Support	1	
NIHnet	13	
OS/390	1	
Telecommunications	11	
Training	1	
Video	2	
Wireless Services	24	
<b>COTS</b>		<b>231</b>
Application Support	102	
Hardware	129	
<b>IC Applications</b>		<b>17</b>
CC Clinical Applications	3	
Local LAN	6	
Web Site Issue (non-CIT)	8	
<b>NIH Enterprise Systems</b>		<b>121</b>
ADB	23	
eRA-COMMONS	1	
eRA-IMPAC II	20	
eRA-Software BA	2	
ITAS	5	
NBS-Sandbox	1	
NBS-User Call	53	
NED	6	
NIH Data Warehouse	1	

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

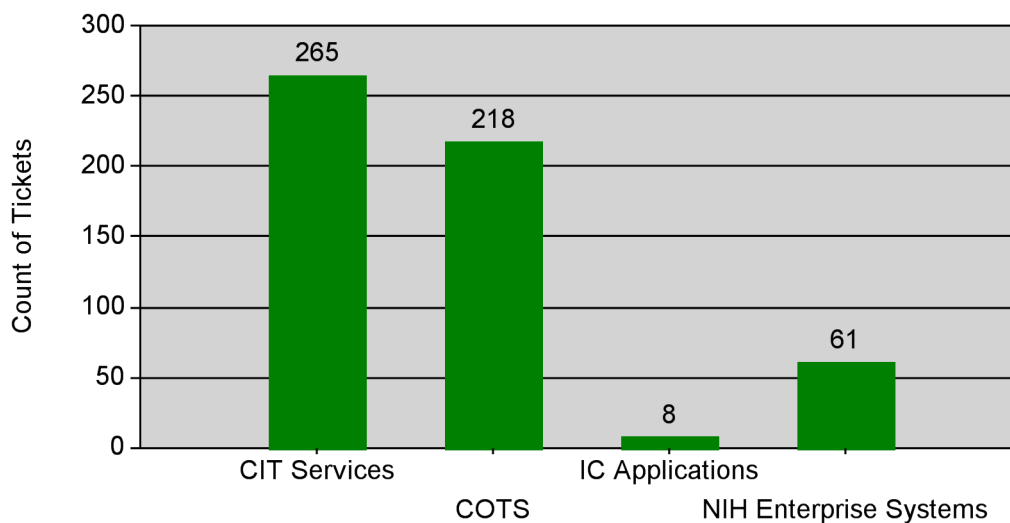
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIH Services	7
NVision	2

### **Security** **9**

Anti Virus SW	3
Security	6

**Tickets By Category Summary**



### **NIDA** **552**

#### **CIT Services** **265**

Accounts	106
Back Office Support	33
CIT Categories	4
CIT Categories Remedy	2
Conference Room Support-Equipment Setup	8
Connectivity	12
Email	37
General Information	13
NIHnet	11

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Telecommunications	12	
Training	5	
Video	1	
Wireless Services	21	
<b>COTS</b>		<b>218</b>
Application Support	93	
Hardware	125	
<b>IC Applications</b>		<b>8</b>
CC Technical Operations	1	
Local LAN	5	
Web Site Issue (non-CIT)	2	
<b>NIH Enterprise Systems</b>		<b>61</b>
ADB	6	
eRA-IMPAC II	4	
eRA-Software BA	2	
ITAS	8	
NBS Int. Des/Dev	1	
NBS-User Call	31	
NED	4	
NIH Data Warehouse	1	
NIH Services	2	
NVision	2	

## IC Ticket Report with Category Summary

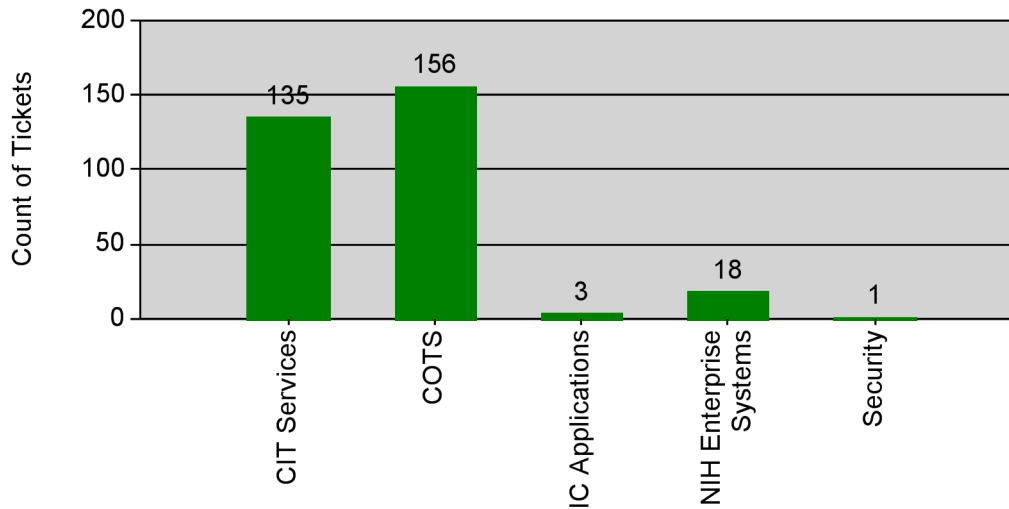


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>NIDCD</b>	<b>313</b>
<b>CIT Services</b>	<b>135</b>
Accounts	50
Back Office Support	27
CIT Categories	1
Conference Room Support-Equipment Setup	1
Connectivity	7
Email	15
General Information	12
iSDP/Software Distribution	2
NIHnet	2
Telecommunications	1
Video	1
Wireless Services	16
<b>COTS</b>	<b>156</b>
Application Support	69

## IC Ticket Report with Category Summary



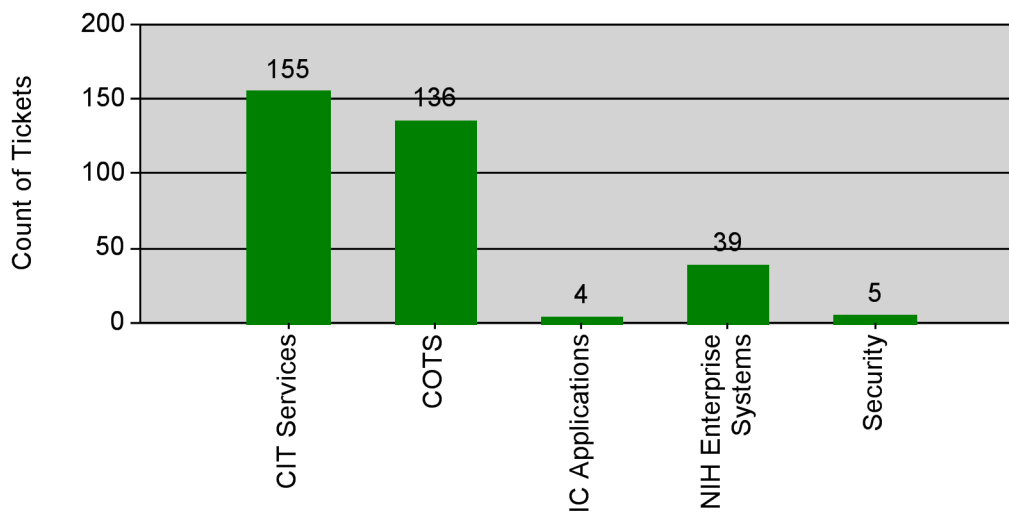
For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	87
<b>IC Applications</b>	<b>3</b>
CC Clinical Applications	1
Local LAN	1
Web Site Issue (non-CIT)	1
<b>NIH Enterprise Systems</b>	<b>18</b>
ADB	8
eRA-IMPAC II	2
NBS-User Call	5
NED	1
NIH Data Warehouse	2
<b>Security</b>	<b>1</b>
Security	1

Tickets By Category Summary



<b>NIDCR</b>	<b>339</b>
<b>CIT Services</b>	<b>155</b>
Accounts	87

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Back Office Support	12	
CIT Categories	2	
Conference Room Support-Equipment Setup	6	
Connectivity	6	
Email	13	
General Information	7	
NIHnet	5	
Telecommunications	6	
Video	1	
Wireless Services	10	
<b>COTS</b>		<b>136</b>
Application Support	60	
Hardware	76	
<b>IC Applications</b>		<b>4</b>
CC Clinical Applications-ATV	1	
Local LAN	2	
Web Site Issue (non-CIT)	1	
<b>NIH Enterprise Systems</b>		<b>39</b>
ADB	9	
eRA-COMMONS	2	
ITAS	3	
NBS-User Call	20	
NED	2	
NIH Services	2	
NVision	1	
<b>Security</b>		<b>5</b>
Security	5	

## IC Ticket Report with Category Summary

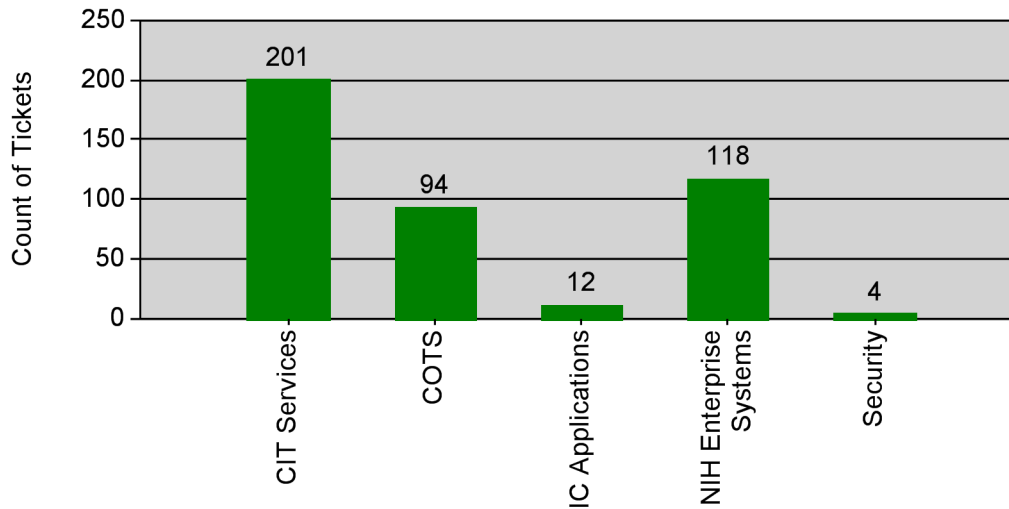


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>NIDDK</b>	<b>429</b>
<b>CIT Services</b>	<b>201</b>
Accounts	111
Back Office Support	17
CIT Categories	4
Conference Room Support-Equipment Setup	1
Connectivity	8
Email	13
General Information	15
Helix Support	3
NIHnet	6
Telecommunications	13
Video	1
Wireless Services	9
<b>COTS</b>	<b>94</b>
Application Support	51

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	43	
<b>IC Applications</b>		<b>12</b>
CC Clinical Applications	3	
CC Technical Operations	1	
Local LAN	3	
Web Site Issue (non-CIT)	5	
<b>NIH Enterprise Systems</b>		<b>118</b>
ADB	13	
eRA-IMPAC II	3	
eRA-Software BA	1	
ITAS	5	
NBS-User Call	77	
NED	5	
NIH Data Warehouse	1	
NIH Services	10	
NIH Services-NEES	1	
NVision	2	
<b>Security</b>		<b>4</b>
Anti Virus SW	1	
Security	3	



## IC Ticket Report with Category Summary

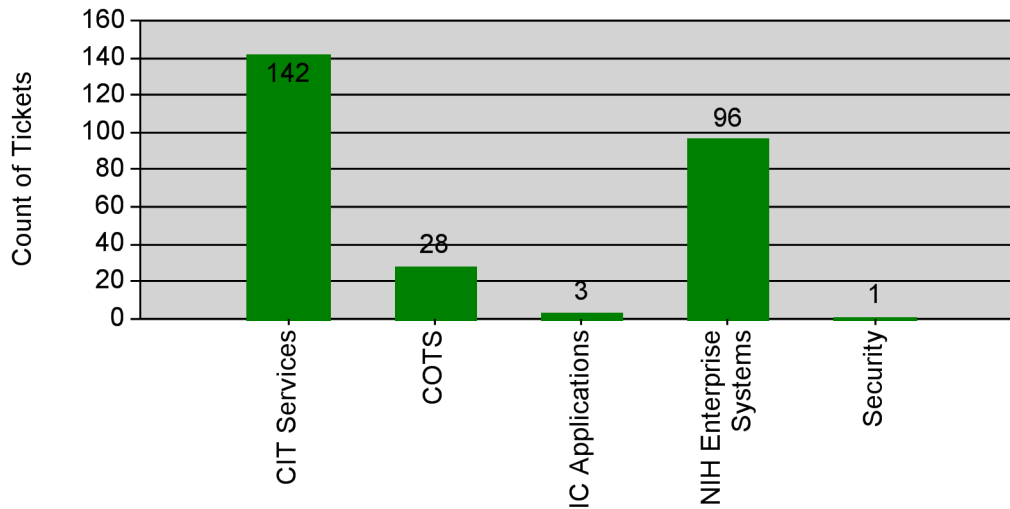


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>NIEHS</b>		<b>270</b>
<b>CIT Services</b>		<b>142</b>
Accounts	86	
Back Office Support	24	
CIT Categories	2	
Connectivity	6	
Email	13	
General Information	4	
iSDP/Software Distribution	1	
NIHnet	2	
Wireless Services	4	
<b>COTS</b>		<b>28</b>
Application Support	17	
Hardware	11	
<b>IC Applications</b>		<b>3</b>
CC Clinical Applications	1	

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Web Site Issue (non-CIT)	2	
<b>NIH Enterprise Systems</b>		<b>96</b>
ADB	1	
Capital HR User Error	1	
EHRP Reporting	1	
EHRP Security	1	
eRA-IMPAC II	3	
ITAS	2	
NBS-Sandbox	1	
NBS-User Call	78	
NED	1	
NIH Data Warehouse	3	
NVision	4	
<b>Security</b>		<b>1</b>
Security	1	

## IC Ticket Report with Category Summary

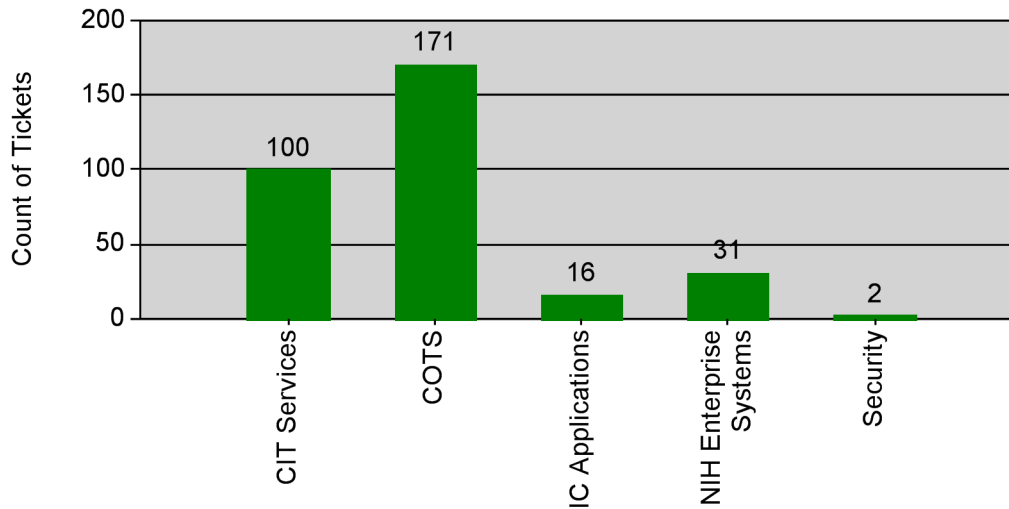


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>NIGMS</b>		<b>320</b>
<b>CIT Services</b>		<b>100</b>
Accounts	28	
Back Office Support	19	
CIT Categories Remedy	1	
Conference Room Support-Equipment Setup	6	
Conference Room Support-Reserve	1	
Connectivity	6	
Email	19	
General Information	5	
NIHnet	1	
Telecommunications	2	
Wireless Services	12	
<b>COTS</b>		<b>171</b>
Application Support	53	
Hardware	118	

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

<b>IC Applications</b>		<b>16</b>
E-Grants	5	
Local LAN	1	
Web Site Issue (non-CIT)	10	
<b>NIH Enterprise Systems</b>		<b>31</b>
ADB	3	
eRA-COMMONS	3	
eRA-IMPAC II	12	
eRA-Software BA	1	
ITAS	1	
NBS-User Call	4	
NIH Data Warehouse	2	
NIH Services	5	
<b>Security</b>		<b>2</b>
Anti Virus SW	1	
Security	1	

## IC Ticket Report with Category Summary

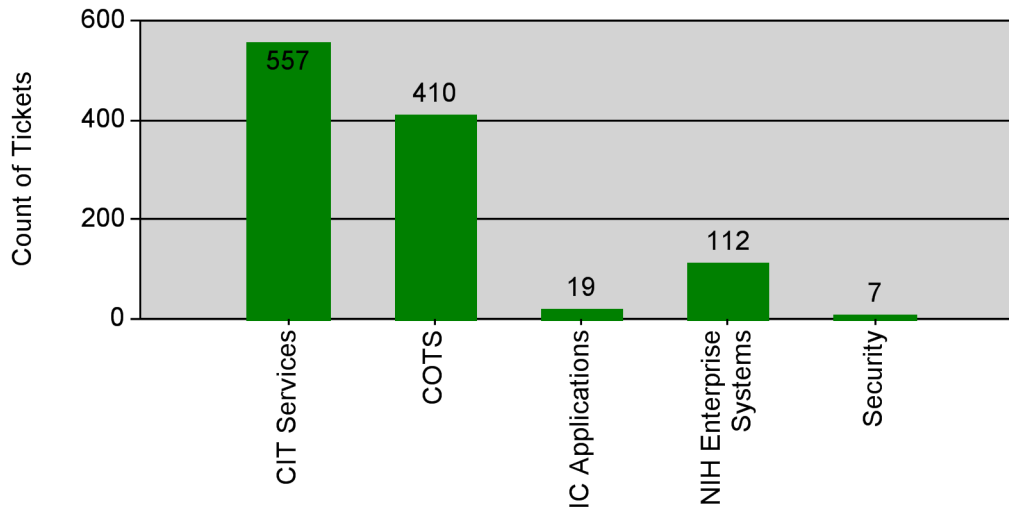


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>NIMH</b>	<b>1105</b>
<b>CIT Services</b>	<b>557</b>
Accounts	252
Back Office Support	75
CIT Categories	6
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	17
Connectivity	35
Email	72
General Information	18
Helix Support	1
iSDP/Software Distribution	1
NIHnet	13
Telecommunications	8
Video	1
Wireless Services	57

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

<b>COTS</b>	<b>410</b>
Application Support	182
Hardware	228
<b>IC Applications</b>	<b>19</b>
CC Clinical Applications	1
Local LAN	15
Web Site Issue (non-CIT)	3
<b>NIH Enterprise Systems</b>	<b>112</b>
ADB	19
eRA-COMMONS	4
eRA-CRISP	1
eRA-IMPAC II	17
ITAS	5
NBS-User Call	49
NED	8
NIH Services	7
NVision	2
<b>Security</b>	<b>7</b>
Anti Virus SW	1
Security	6

## IC Ticket Report with Category Summary

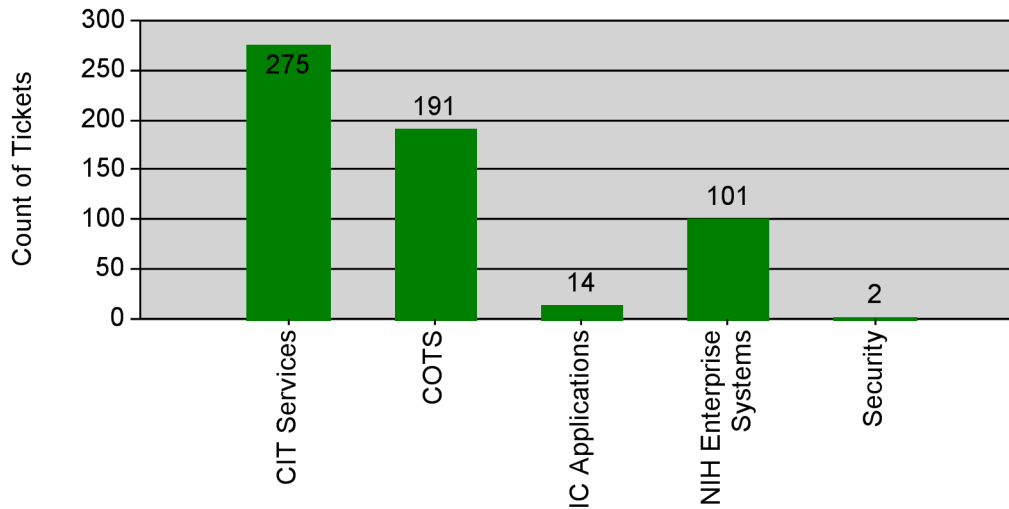


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>NINDS</b>		<b>583</b>
<b>CIT Services</b>		<b>275</b>
Accounts		111
Back Office Support		45
CIT Categories		8
Conference Room Support-Equipment Setup		5
Connectivity		9
Email		54
General Information		13
Helix Support		2
iSDP/Software Distribution		1
NIHnet		7
Telecommunications		8
Training		2
Wireless Services		10
<b>COTS</b>		<b>191</b>
Application Support		104

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	87	
<b>IC Applications</b>		<b>14</b>
CC Clinical Applications	4	
Local LAN	5	
Web Site Issue (non-CIT)	5	
<b>NIH Enterprise Systems</b>		<b>101</b>
ADB	22	
eRA-COMMONS	5	
eRA-CRISP	1	
eRA-IMPAC II	4	
ITAS	5	
NBS-Sandbox	1	
NBS-User Call	47	
NED	13	
NIH Data Warehouse	1	
NIH Services	1	
NVision	1	
<b>Security</b>		<b>2</b>
Anti Virus SW	1	
Security	1	



## IC Ticket Report with Category Summary

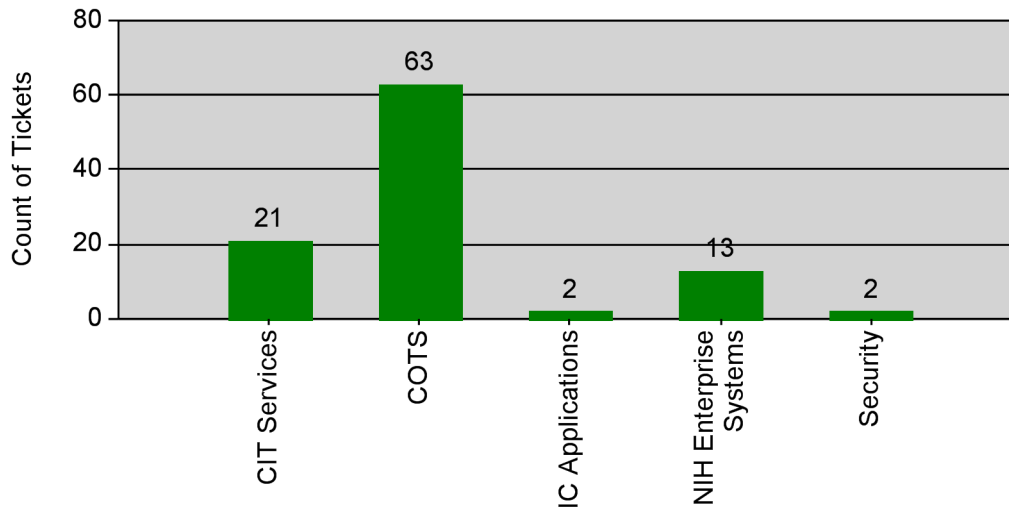


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>NINR</b>		<b>101</b>
<b>CIT Services</b>		<b>21</b>
Accounts	8	
Back Office Support	3	
Email	3	
General Information	1	
Telecommunications	1	
Training	1	
Wireless Services	4	
<b>COTS</b>		<b>63</b>
Application Support	17	
Hardware	46	
<b>IC Applications</b>		<b>2</b>
E-Grants	1	
Local LAN	1	
<b>NIH Enterprise Systems</b>		<b>13</b>
eRA-IMPAC II	3	

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

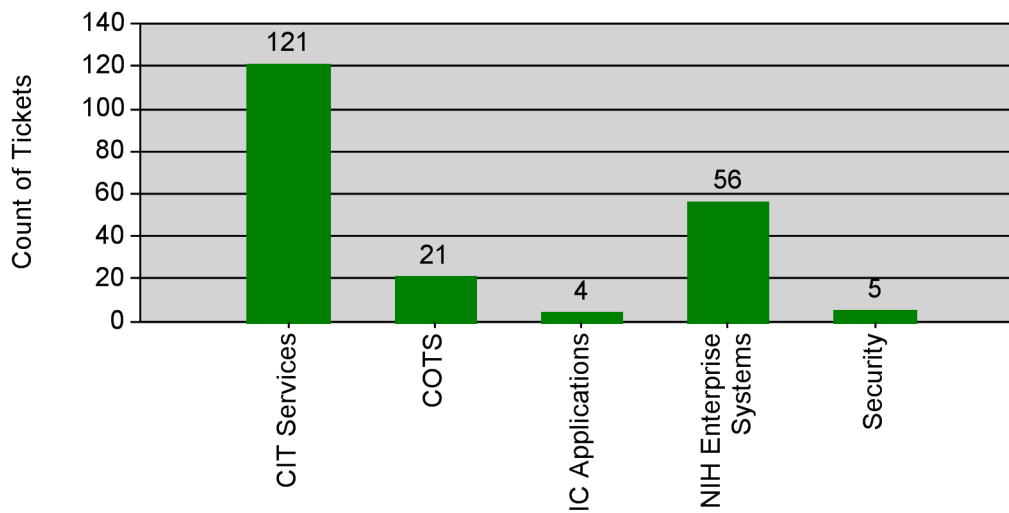
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NBS-User Call	7
NED	1
NIH Data Warehouse	2

### Security 2

Security	2
----------	---

Tickets By Category Summary



### NLM 207

#### CIT Services 121

Accounts	68
Back Office Support	8
CIT Categories Remedy	1
Email	17
General Information	10
Helix Support	2
NIHnet	1
OS/390	1
Telecommunications	2

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Training	1	
Video	2	
Wireless Services	8	
<b>COTS</b>		<b>21</b>
Application Support	15	
Hardware	6	
<b>IC Applications</b>		<b>4</b>
Local LAN	1	
Web Site Issue (non-CIT)	3	
<b>NIH Enterprise Systems</b>		<b>56</b>
ADB	10	
Capital HR Security	1	
EHRP Security	1	
ITAS	1	
NBS-User Call	32	
NED	6	
NIH Services	3	
NVision	2	
<b>Security</b>		<b>5</b>
Anti Virus SW	2	
Security	3	

## IC Ticket Report with Category Summary

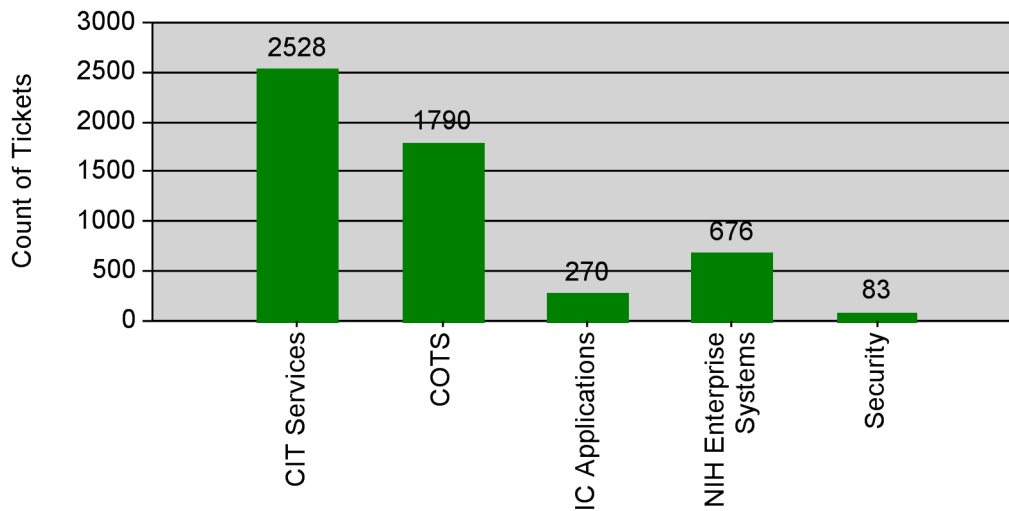


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>OD</b>	<b>5347</b>
<b>CIT Services</b>	<b>2528</b>
Accounts	899
ASR	1
Back Office Support	475
CIT Categories	28
CIT Categories Remedy	24
Conference Room Support-Equipment Setup	58
Conference Room Support-Reserve	1
Connectivity	125
Email	444
General Information	151
Helix Support	1
iSDP/Software Distribution	1
NIH Cabling Infrastructure-Cabling	1
NIHnet	44

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

OS/390	2
Project Work	1
Telecommunications	45
Training	14
Video	14
Wireless Services	199
<b>COTS</b>	<b>1790</b>
Application Support	685
Hardware	1105
<b>IC Applications</b>	<b>270</b>
CC Clinical Applications	1
CC Technical Operations	2
E-Grants	4
Local LAN	50
OIT Categories	151
Web Site Issue (non-CIT)	62
<b>NIH Enterprise Systems</b>	<b>676</b>
ADB	68
Capital HR Func App Suppt	2
Capital HR Security	2
Capital HR Technical	1
EHRP Func App Suppt	2
EHRP Interface	1
EHRP Security	2
eRA-COMMONS	10
eRA-CRISP	1
eRA-IMPAC II	62
eRA-Software BA	7
ITAS	34

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

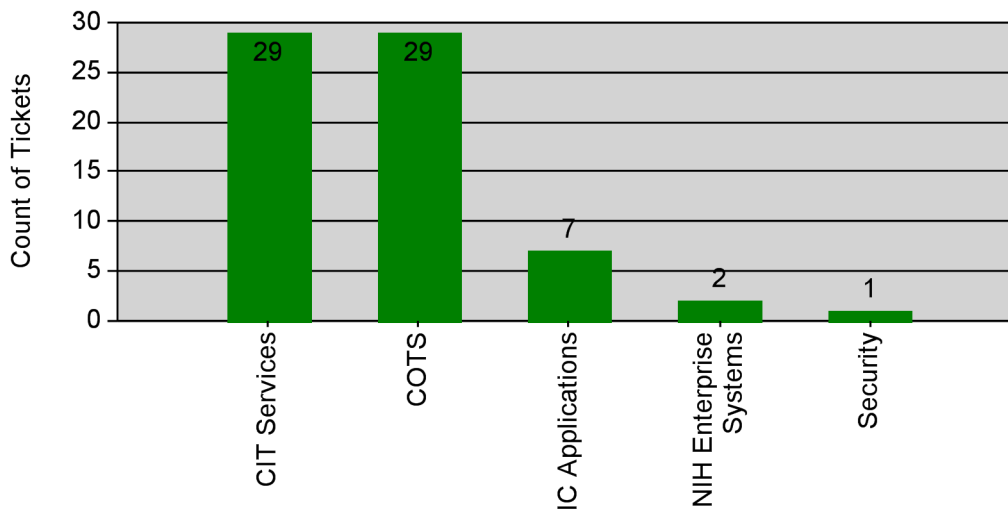
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NBS Break/Fix	1
NBS-Sandbox	1
NBS-User Call	387
NED	22
NIH Data Warehouse	13
NIH Services	45
NVision	15

### Security 83

Anti Virus SW	1
Security	82

Tickets By Category Summary



### OFAM 68

#### CIT Services 29

Accounts	16
Back Office Support	4
Email	8
Telecommunications	1

## IC Ticket Report with Category Summary



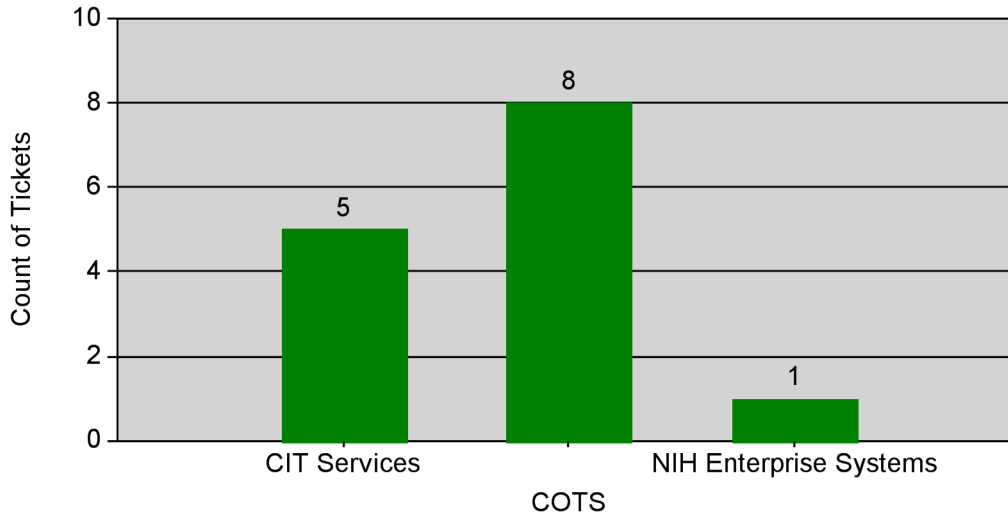
For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

<b>COTS</b>	<b>29</b>
Application Support	15
Hardware	14
<b>IC Applications</b>	<b>7</b>
CC Clinical Applications	1
CC Technical Operations	1
Local LAN	4
Web Site Issue (non-CIT)	1
<b>NIH Enterprise Systems</b>	<b>2</b>
ITAS	2
<b>Security</b>	<b>1</b>
Security	1

Tickets By Category Summary



<b>OFM</b>	<b>14</b>
<b>CIT Services</b>	<b>5</b>
Accounts	1
Back Office Support	2

## IC Ticket Report with Category Summary



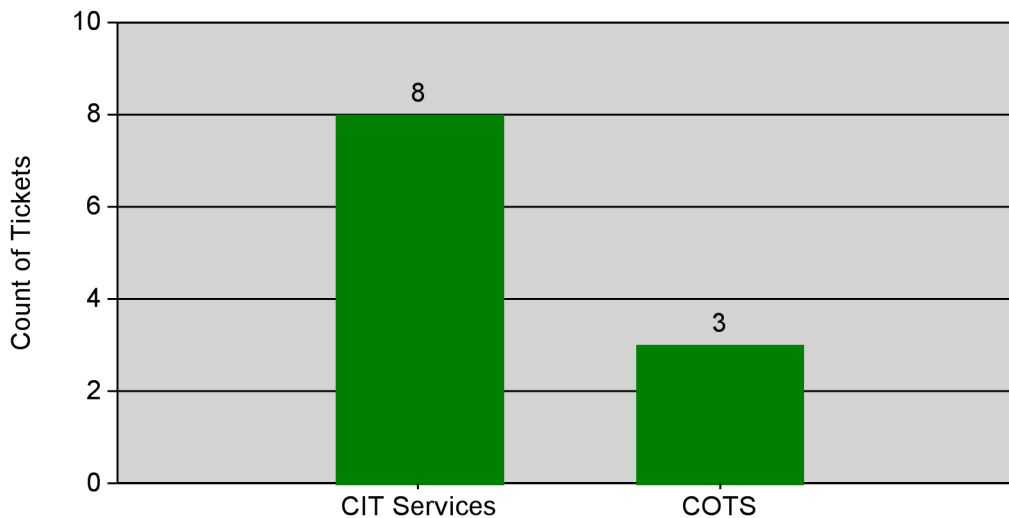
For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Email	2	
<b>COTS</b>		<b>8</b>
Application Support	3	
Hardware	5	
<b>NIH Enterprise Systems</b>		<b>1</b>
ITAS	1	

Tickets By Category Summary



<b>OHIT</b>		<b>11</b>
<b>CIT Services</b>		<b>8</b>
Accounts	2	
Back Office Support	2	
Connectivity	1	
Email	3	
<b>COTS</b>		<b>3</b>
Application Support	1	
Hardware	2	



## IC Ticket Report with Category Summary

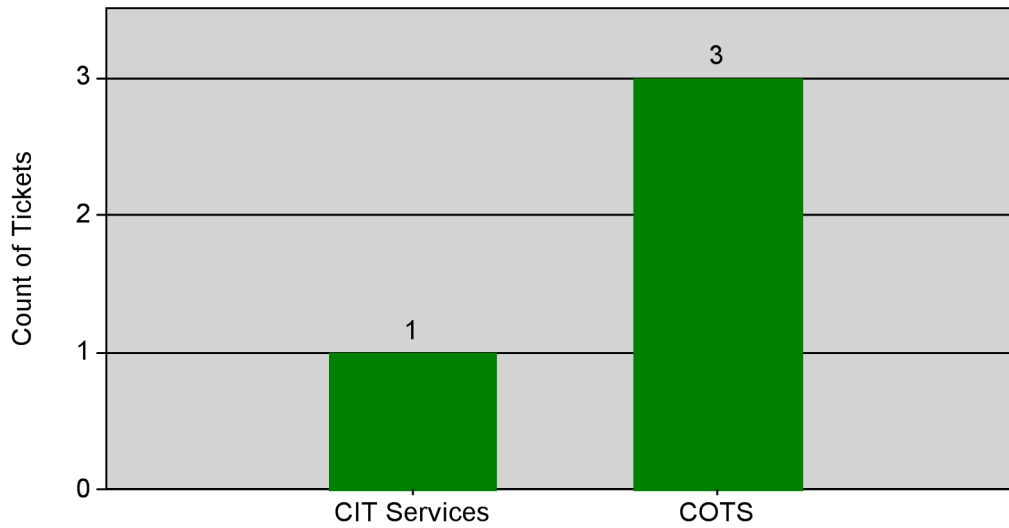


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>OIHA</b>	<b>4</b>
<b>CIT Services</b>	<b>1</b>
Back Office Support	1
<b>COTS</b>	<b>3</b>
Application Support	3

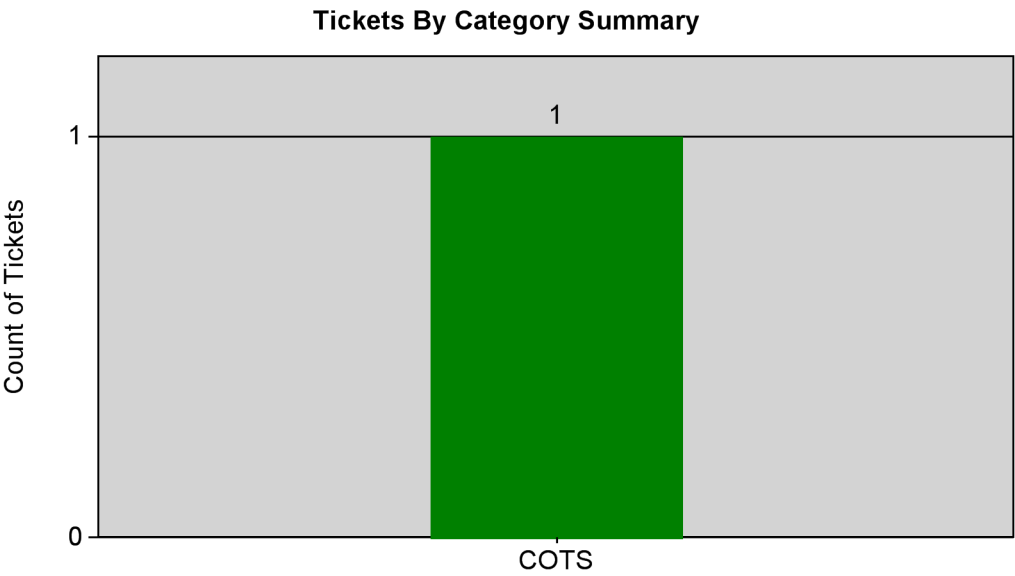
IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.



OL	1
COTS	1
Hardware	1

## IC Ticket Report with Category Summary

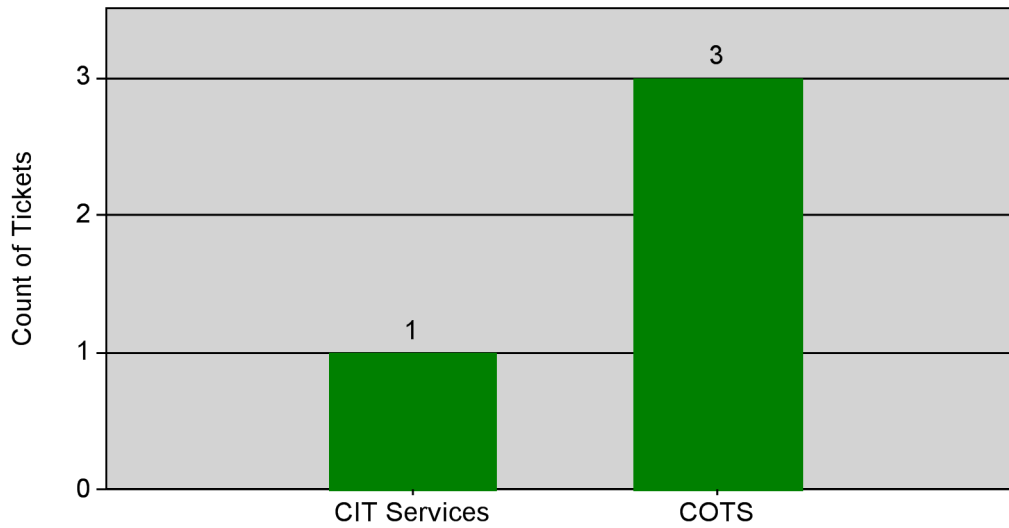


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>OM</b>	<b>4</b>
<b>CIT Services</b>	<b>1</b>
Back Office Support	1
<b>COTS</b>	<b>3</b>
Application Support	2
Hardware	1

## IC Ticket Report with Category Summary

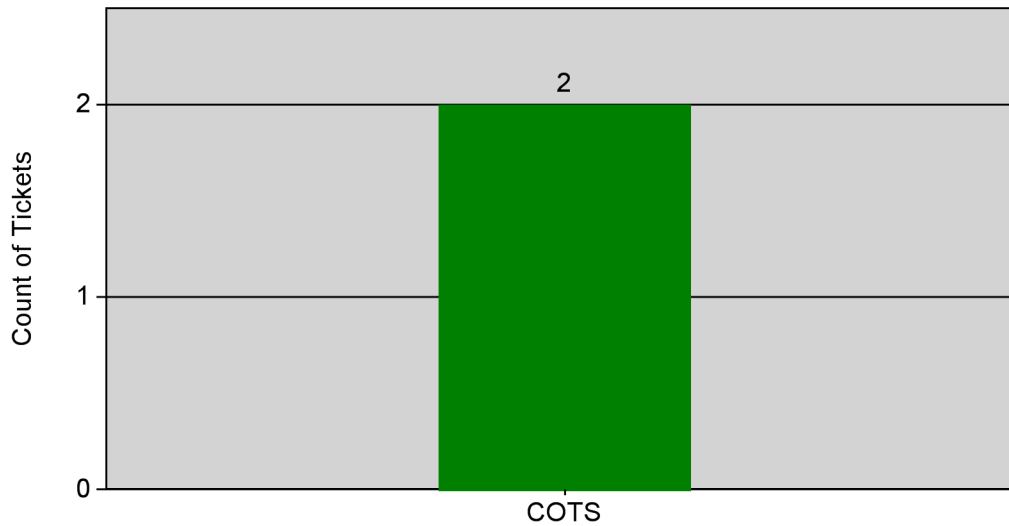


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>OMH</b>		<b>2</b>
<b>COTS</b>		<b>2</b>
Application Support	1	
Hardware	1	

## IC Ticket Report with Category Summary

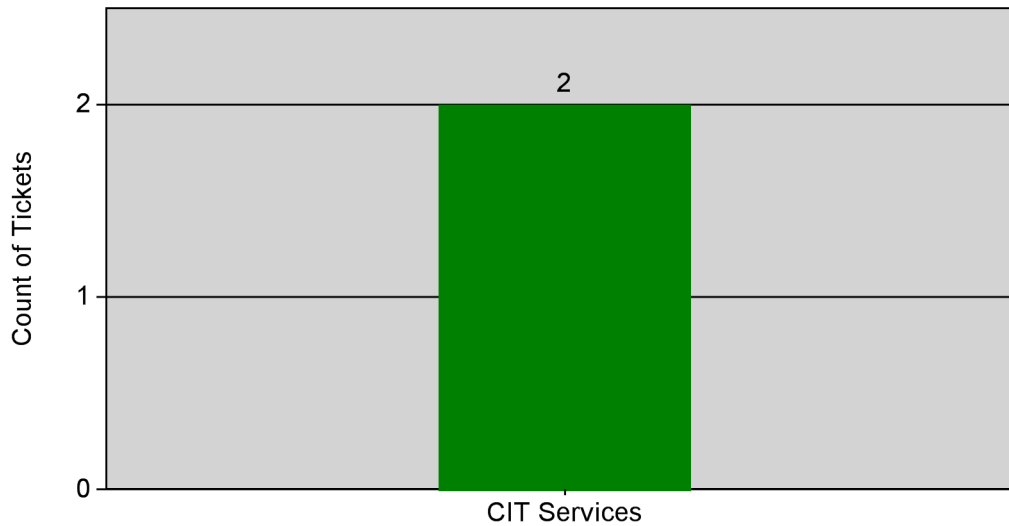


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



OPE	2
CIT Services	2
Email	2

## IC Ticket Report with Category Summary

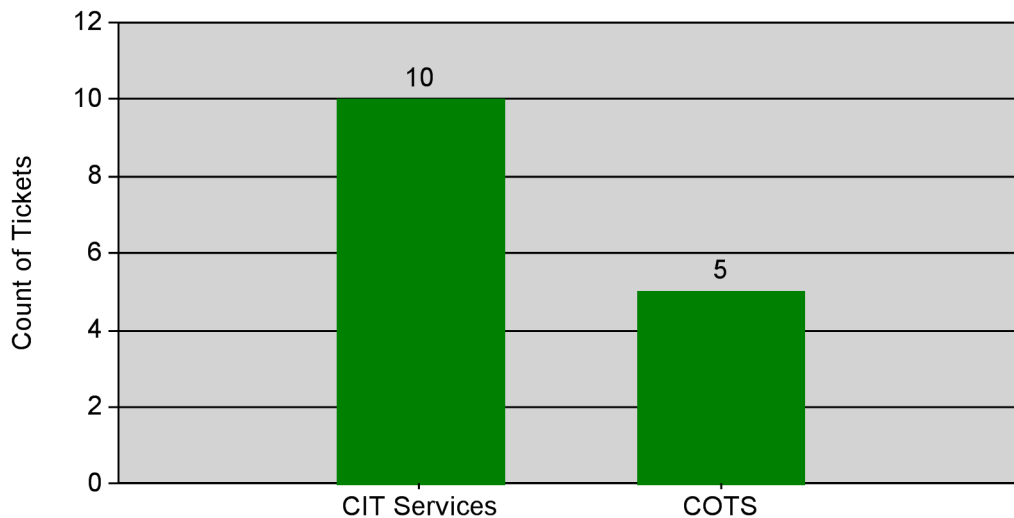


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>OPR</b>	<b>15</b>
<b>CIT Services</b>	<b>10</b>
Accounts	8
Back Office Support	1
Email	1
<b>COTS</b>	<b>5</b>
Hardware	5

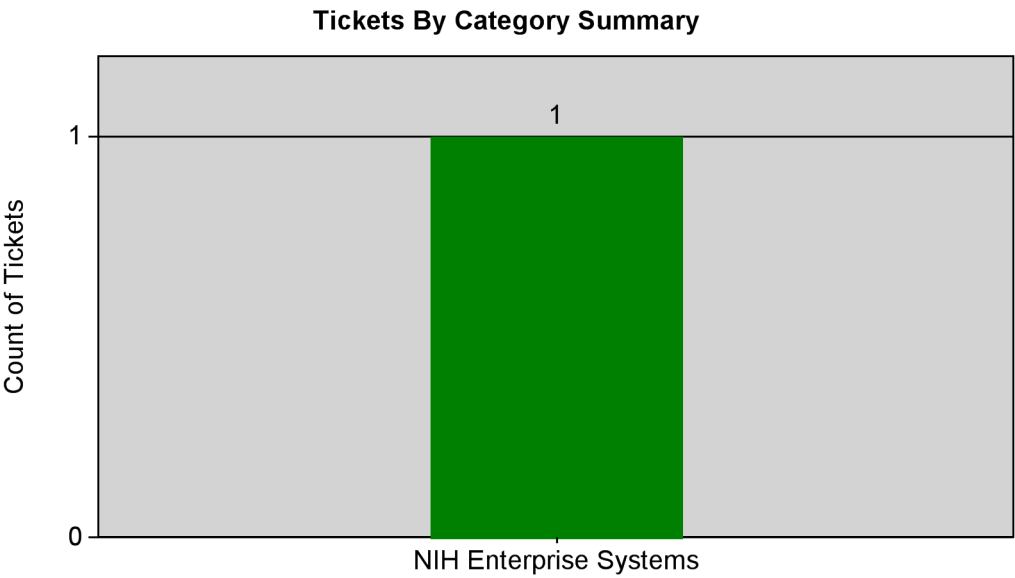
IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.



ORA	1
NIH Enterprise Systems	1
ITAS	1

## IC Ticket Report with Category Summary

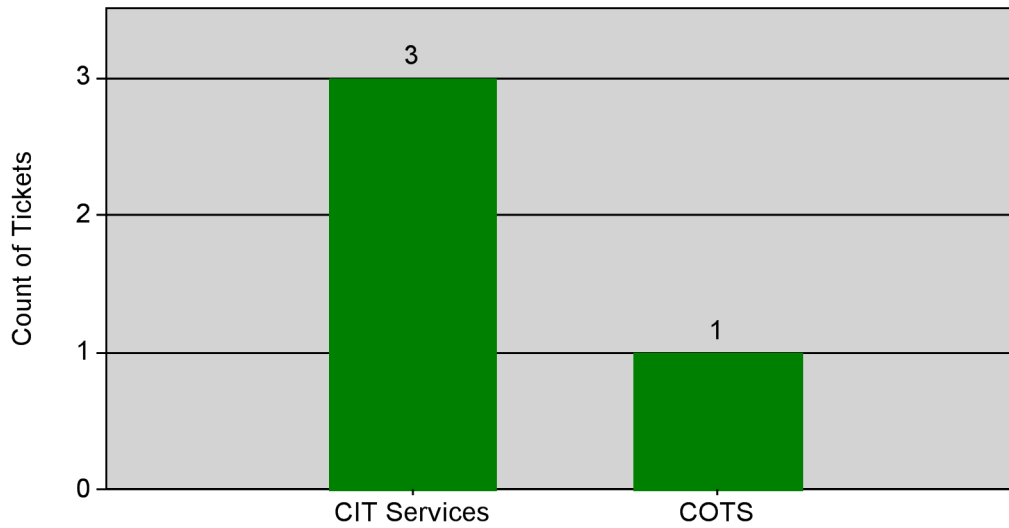


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>ORHP</b>	<b>4</b>
<b>CIT Services</b>	<b>3</b>
Accounts	3
<b>COTS</b>	<b>1</b>
Application Support	1



## IC Ticket Report with Category Summary

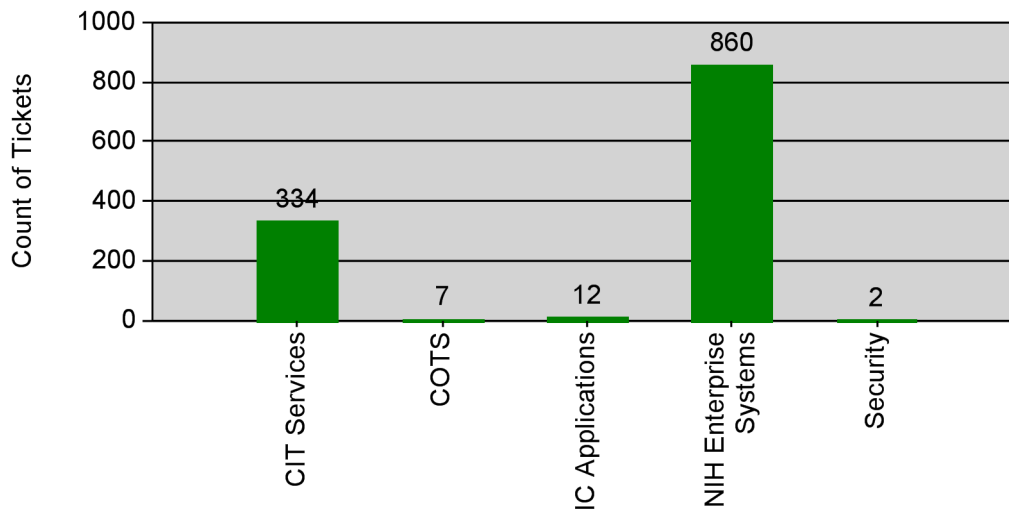


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>OTHER</b>		<b>1215</b>
<b>CIT Services</b>		<b>334</b>
Accounts	104	
Back Office Support	3	
CIT Categories	31	
Email	96	
General Information	73	
Helix Support	1	
iSDP/Software Distribution	1	
NIHnet	3	
OS/390	7	
Training	1	
Video	8	
Wireless Services	6	
<b>COTS</b>		<b>7</b>
Application Support	4	

## IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	3	
<b>IC Applications</b>		<b>12</b>
E-Grants	1	
Web Site Issue (non-CIT)	11	
<b>NIH Enterprise Systems</b>		<b>860</b>
ADB	2	
Capital HR Func App Suppt	1	
eRA-COMMONS	840	
eRA-CRISP	1	
eRA-IMPAC II	5	
eRA-Partnership Issues	2	
eRA-S2S	1	
NBS-User Call	7	
NIH Services	1	
<b>Security</b>		<b>2</b>
Security	2	

## IC Ticket Report with Category Summary

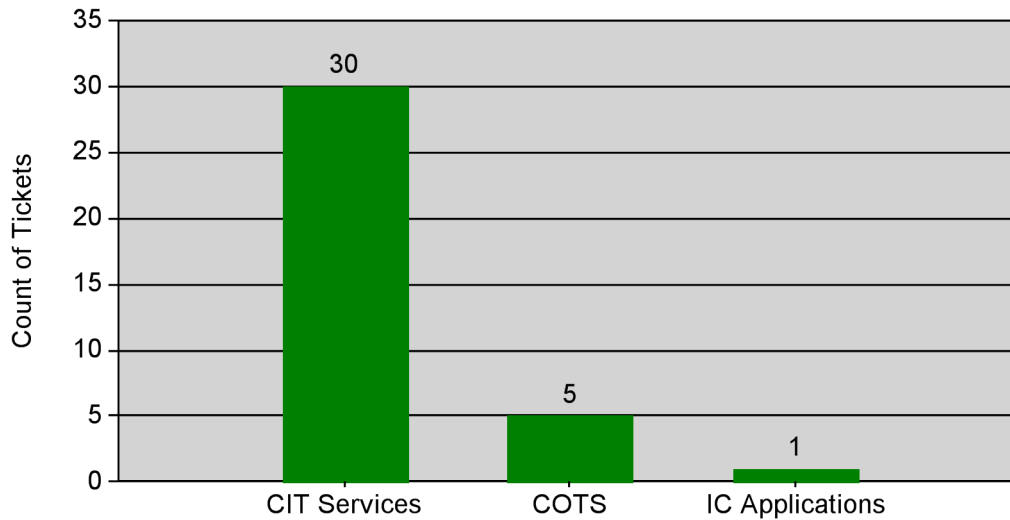


For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>Region</b>	<b>36</b>
<b>CIT Services</b>	<b>30</b>
Accounts	23
Back Office Support	1
Connectivity	1
Email	3
General Information	1
Training	1
<b>COTS</b>	<b>5</b>
Application Support	1
Hardware	4
<b>IC Applications</b>	<b>1</b>
Web Site Issue (non-CIT)	1

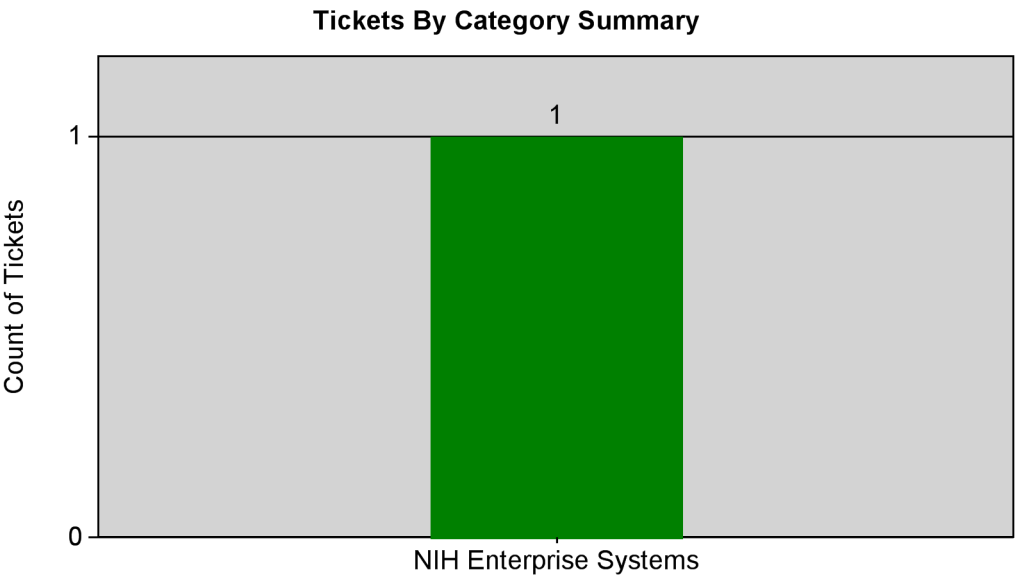
IC Ticket Report with Category Summary



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/2/2008 10:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.



SS	1
NIH Enterprise Systems	1
ITAS	1